

**GOVERNMENT OF THE DISTRICT OF COLUMBIA**  
**Office of Unified Communications**

Muriel Bowser  
Mayor



Cleo Subido  
Interim Director

April 29, 2021

The Honorable Charles Allen  
Chairman, Committee on the Judiciary  
Council of the District of Columbia  
1350 Pennsylvania Avenue, N.W., Suite 402  
Washington, DC 20004

Dear Chairperson Allen:

In response to the Committee on the Judiciary's performance oversight questions related to the Office of Unified Communications (OUC), I respectfully submit the following information.

Thank you for the opportunity to provide prehearing responses to your questions related to the Office of Unified Communications' FY20 performance.

Sincerely,

A handwritten signature in blue ink that reads "Cleo C. Subido".

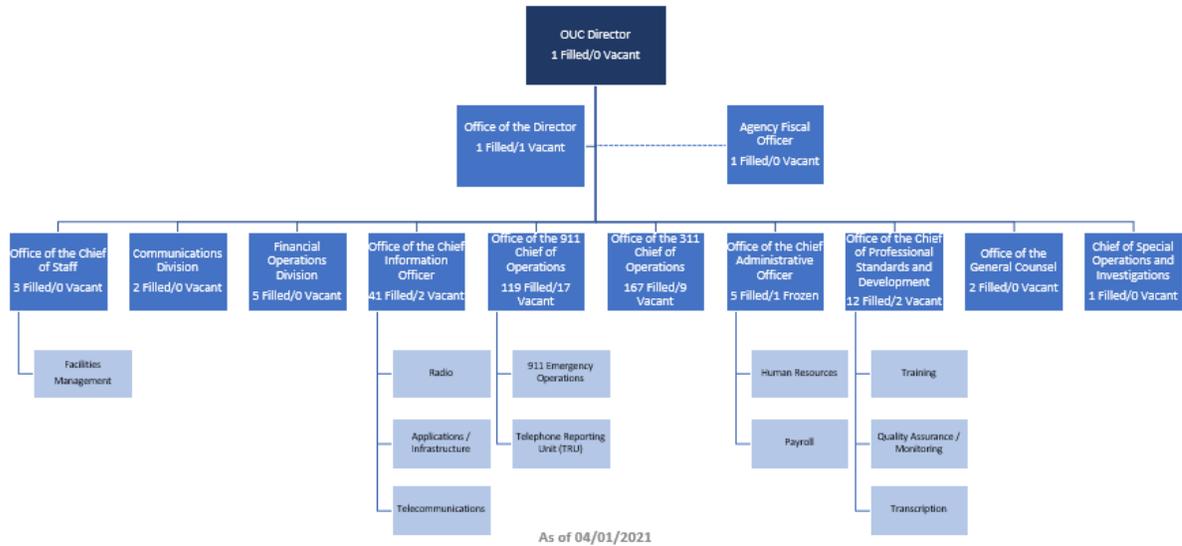
Cleo Subido  
Interim Director



General Questions

1. Please provide a current organizational chart for the agency, including the number of vacant, frozen, and filled positions in each division or subdivision. Include the names and titles of all senior personnel, and note the date the information was collected on the chart.

**Office of Unified Communications Organization Chart**



- a. Please provide an explanation of the roles and responsibilities of each division and subdivision.

**I. Office of the Director**

The Office of the Director is responsible for planning, organizing, and promoting programs that enhance and expand emergency and non-emergency customer service functions to the District of Columbia and its surrounding jurisdictions. It directs the development and overall operation of the OUC, establishes all related policies and procedures, and ensures agency alignment with the Deputy Mayor for Public Safety and Justice and the Mayor.

**II. Office of the Chief of Staff**

Under the direct supervision of the Director, this office is responsible for assisting the Director in guiding and managing the overall strategic direction and success of the Agency. This office is also expected to exercise originality and initiative in carrying out responsibilities. It ensures that the various divisions within the organization achieve agreed-upon goals while maximizing opportunities to achieve the mission of the agency. It provides oversight of both internal and external communications as well as agency budget and purchasing activities. It also manages the practical implementation of programmatic and technological enhancements of new programs between internal agency divisions and external agency partners.

### **Public Information and Community Outreach Division**

The primary function of the Public Information and Community Outreach Division is to serve as OUC's media liaison and frequently as the official communications division for the agency. Working with the Director, operational staff, and subject matter experts within the organization, the division responds to all press inquiries in a timely and informative fashion. In addition, the division identifies potential news items involving the agency and/or its personnel and works to gain the attention of news media. It develops promotional messaging and maintains the agency's social media strategy and itinerary. It serves as the primary liaison between the agency and the Executive Officer of the Mayor (EOM) Communications staff to keep EOM informed of emerging and on-going matters. The division serves on various citywide task forces designed to develop strategy and direction in communications activities and coordinate special events, such as press conferences, open houses, and community meetings, as assigned by the Director.

### **III. Office of the Chief Information Officer**

The Technology Division provides centralized, District-wide coordination and management of public safety and other city services communications technology, including voice radio, 911/311 telephony, computer aided dispatch systems (CAD), citizen interaction relationship management (CIRM) systems, mobile data computing systems (MDC) and other technologies, including wireless and data communication systems and resources.

In addition, the Division develops and enforces policy directives and standards regarding public safety and non-public safety communications; operates and maintains public safety and non-public safety voice radio technology; manages building facilities that support public safety voice radio technology and call center technology; and reviews and approves all agency proposals, purchase orders, and contracts for the acquisition of public safety voice radio technology and call center technology systems, resources, and services.

### **IV. Office of the Chief of 911 Operations**

Reporting directly to the Director, this office is responsible for the day-to-day planning, design, development, and coordination of all emergency operations, including the following:

#### **911 Operations Division**

The 911 Operations Division receives all 911 calls as the sole Public Safety Answering Point (PSAP) in the District. Highly trained call takers utilize specialized systems to answer calls and follow specific protocols to probe callers to ensure the most appropriate responses to their needs. Call takers enter caller-provided information to create incident records and electronically transfer each incident record onsite to highly trained dispatchers. These dispatchers are responsible for coordinating responses to incidents on behalf of the MPD and FEMS. Dispatchers also communicate with on-scene first responders to provide updates, coordinate support from additional units, and support on-scene responder safety as necessary.

**V. Office of the Chief of 311 Operations**

Reporting directly to the Director, this office is responsible for the day-to-day planning, design, development, and coordination of all police and fire/EMS non-emergency and city services, including the following:

**311 Operations Division**

The 311 Operations Division is the access point for residents and visitors requiring DC government services and/or information. This division supports the submission of scheduled service requests such as trash removal, pothole repair, bulk trash pick-ups, and recycling collection through a number of platforms, including telephone, web, and mobile applications. Users can also engage with the division to report a missed scheduled service, inquire about city agency phone numbers and hours of operation, and pursue other customer service-related items. To be clear, the OUC is not responsible for the provision of city services. Instead, the city agencies that provide such services have service-level agreements which outline the expected level of performance for each request type. Accordingly, the 311 Division serves as a one-stop conduit for convenient access to methods of requesting services from partner agencies and following up on their status. Furthermore, the 311 Division does not close service request tickets; this is the responsibility of the respective agency. 311 Operations recently implemented a police non-emergency option. Residents and visitors of the District can now call 311 to report all police non-emergencies. The OUC and MPD define a non-emergency call as any call related to an incident that does not pose an immediate threat to the safety of individuals and/or incidents that occurred at least one hour before the initial request for police assistance is made.

**VI. Office of the Chief of Professional Standards**

The Office of Professional Standards and Development (OPSD) is responsible for the training of new employees as well as continuing education and developmental training for incumbent employees from call takers to management. This division is also responsible for quality assurance and performance improvement.

OPSD develops, implements, and coordinates training with industry associations, partnering agencies, as well as internal departmental divisions. Training is conducted strategically to maintain a functional workforce that yields effective and efficient services to the citizens and visitors of the District. In addition, the division identifies shortfalls and best practices through a thorough Quality Assurance program. This identification allows for the agency to develop employees and programs that best address any quality improvement needs. The combination of training and quality assurance ensures that agency goals and objectives are met. The Office directs the activities of the Transcription Division, which serves as the custodian of records and utilizes highly specialized archival systems to research files related to all 911 and 311 communications. The purpose of this research is to provide audio files and other data to partnering local and federal government agencies, as well as the general public. Transcriptionists often testify in court on behalf of the agency to authenticate 911 calls and/or to explain event chronologies in both criminal and civil proceedings under direct examination by OAG and USAO attorneys.

**VII. Office of the Chief of Administration**

This office is responsible for independently planning, designing, developing, coordinating, and directing the oversight of all administrative functions including human resources, payroll, and personnel administrative programs supporting the management staff and other personnel employed in the agency. In addition, Administrative Services oversees the employee performance management system, new employee onboarding, and policy adherence for OUC personnel.

**VIII. Office of the Chief of Special Operations and Investigations**

This office is responsible for managing special projects that include but are not limited to executive investigations, curriculum development and extensive research and data analysis to assess suitability of new initiatives that will potentially have considerable impact on agency-wide operations. The nature of this work is confidential and highly complex and requires the compilation of detailed reports, presentations and other documents that can be used by the Agency Director to make critical decisions directly related to carrying out the agency’s core mission.

- b. Please provide a narrative explanation of any changes to the organizational chart made during the previous year.

**There were no changes made to the organizational chart during the previous year.**

- 2. Please provide a current Schedule A for the agency which identifies each filled, vacant, unfunded, and funded position by program and activity, with the employee’s name (if filled), title/position, salary, fringe benefits, and length of time with the agency (if filled). Please note the date the information was collected. The Schedule A should also indicate if the position is continuing/term/temporary/contract or if it is vacant or frozen. Please separate salary and fringe and indicate whether the position must be filled to comply with federal or local law.

**Please see attachment labeled Q#2 OUC FY20 Schedule A.**

- 3. Please list all employees detailed to or from your agency during FY20 and FY21, to date. For each employee identified, please provide the name of the agency the employee is detailed to or from, the reason for the detail, the date of the detail, and the employee’s projected date of return.

**Details to OUC:**

<b>Detail Name</b>	<b>Agency</b>	<b>Reason</b>	<b>Start date</b>	<b>End date</b>
Nicole Donnelly	OCTO	Data Discovery	1/17/2017	Indefinite
Jatarious Frazier	DMOI	Program Support	7/13/2020	9/30/2020
Tyrone C. Strong	DOEE	Program Support	7/13/2020	9/30/2020

Maxine Lewis	DOEE	Program Support	7/13/2020	9/30/2020
David Lang	DCRA	Program Support	7/13/2020	8/11/2020
Edgar Calderon	DCRA	Program Support	7/13/2020	8/13/2020
Deserie Patterson	DISB	Program Support	7/13/2020	9/30/2020
Anu Andrew	DISB	Program Support	7/13/2020	9/30/2020
Harriet Hickman	DPW	Program Support	7/13/2020	TBD
Evelyn Brooks	DPW	Program Support	7/13/2020	TBD
William Andrews	DPW	Program Support	7/13/2020	TBD
Monica Anderson	DMV	Program Support	9/28/2020	TBD
Maria Gibson	DMV	Program Support	9/28/2020	TBD
Tychia Magruder	DMV	Program Support	9/28/2020	TBD
Keara Davis	DMV	Program Support	8/10/2020	TBD
Tiara Green	DMV	Program Support	8/10/2020	TBD

**Details from OUC:**

<b>Detail Name</b>	<b>Agency</b>	<b>Reason</b>	<b>Start date</b>	<b>End date</b>
Jacqueline Clements	DOES	Project Management Support	4/1/2020	Indefinite
Ameshia Fletcher	DOH	Program Support	7/13/2020	9/30/2020
Toye McNeill	DOH	Program Support	6/22/2020	10/19/2020
Phyllis Curley	DOH	Program Support	6/15/2020	6/24/2020

4. Please provide the Committee with:

- a. A list of all vehicles owned, leased, or otherwise used by the agency and to whom the vehicle is assigned, as well as a description of all vehicle collisions involving the agency's vehicles in FY20 and FY21, to date; and

<b>Vehicle Make and Model</b>	<b>Location</b>	<b>Tag#</b>	<b>Assignment</b>	<b>Accidents</b>
Toyota Prius	UCC	10223	Administrative	N/A
Toyota Prius	UCC	10152	Administrative	N/A
Toyota Prius	UCC	10224	Administrative	N/A
Toyota Prius	UCC	10151	Administrative	N/A
Dodge Caravan	UCC	10183	Administrative	N/A
Chevrolet Silverado Pick U	UCC	11510	Director	N/A
Dodge Caravan	UCC	10186	Admin/Outreach	N/A
Dodge 15 Passenger van	UCC	10225	Emergency Vehicle	N/A
Chevrolet Silverado Pick Up	PSCC	10192	Radio Shop	N/A
Dodge Caravan	PSCC	10188	Radio Shop	N/A
Dodge Caravan	PSCC	10187	Radio Shop	N/A
Dodge Caravan	PSCC	10184	Radio Shop	N/A
Dodge Caravan	PSCC	10185	Radio Shop	N/A
Dodge Caravan	PSCC	5664	Radio Shop	N/A
Dodge Caravan	PSCC	5745	Radio Shop	N/A
Trailer	PSCC	7836	Radio Shop	N/A
Dodge Ram	UCC	12051	THOR Support	N/A
Tractor	UCC	12073	THOR Support	N/A
Chevrolet Yukon	UCC	12052	THOR Support	N/A
Trailer	UCC	12492	THOR	N/A
Trailer	UCC	12493	THOR Support	N/A

- b. A list of travel expenses, arranged by employee for FY20 and FY21, to date, including the justification for travel.

**FY '20 TRAVEL COSTS**  
**October 1, 2019 - September 30, 2020**

<b>DATE</b>	<b>EMPLOYEE'S NAME</b>	<b>TITLE</b>	<b>TOTAL EXPENSE</b>	<b>JUSTIFICATION</b>	<b>TRAVEL FREQUENCY</b>
<b>FY 2020</b>					
10/16/2019 - 10/18/2019	Anthony Covington	Telephone Equipment Operator	\$396.70	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Asante Scott	Telephone Equipment Operator	\$396.70	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Beatriz Ortega	Program Analyst	\$396.70	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Catina Schanck	Telephone Equipment Operator	\$200.00	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Chardon Jackson	Telephone Equipment Operator	\$200.00	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Charmisa Adams	Dispatcher	\$396.70	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Deonica Scott	Dispatcher	\$200.00	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Dione Williams	Assistant Watch Commander	\$200.00	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Edward Washington	911 Ops Supervisor	\$396.70	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Elma McCoy	Assistant Watch Commander	\$396.70	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Jettia Vance	Telephone Equipment Operator	\$200.00	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Judy Duff	Chief of Special Operations and Investigations	\$361.70	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time

10/16/2019 - 10/18/2019	Karen Alexander-Wingate	Dispatcher	\$396.70	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Karl Millard	911 Ops Supervisor	\$446.72	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Lakita Barnes	Telephone Equipment Operator	\$396.70	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	LaQuenceyer Johnson	Assistant Watch Commander	\$396.70	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Lynn Williams	Telephone Equipment Operator	\$200.00	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Melissa Dayne	Dispatcher	\$200.00	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Melissa Groomes	Telephone Equipment Operator	\$200.00	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Nichole Reid	Assistant Watch Commander	\$200.00	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Raven Cromer	Telephone Equipment Operator	\$396.70	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Sebastian Murillo	Dispatcher	\$200.00	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Tekuay Elliott	Telephone Equipment Operator	\$396.70	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Vera Lee	Telephone Equipment Operator	\$200.00	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Wanda Bathea	Dispatcher	\$396.70	2019 Mid-Eastern APCO Chapter Fall Conference, Ocean City, MD	One Time
10/16/2019 - 10/18/2019	Wanda Gattison	Public Information Officer	\$396.70	2019 Mid-Eastern APCO Chapter Fall	One Time

				Conference, Ocean City, MD	
11/19/2019 - 11/22/2019	Selena MacArthur	CAD/Telecommunications Program Manager	\$285.22	LiveMUM FEMS Application Training User Conference, San Diego, CA	One Time
03/08/2020 - 03/11/2020	Dionne Hayes	General Counsel	\$2,888.92	Employment Law Conference, Miami, FL	One Time

**Total: \$11,339.66**

**\*There are no travel related expenses for FY21 to date.**

5. Please list all memoranda of understanding (“MOU”) entered into by the agency in FY20 and FY21, to date, as well as any MOU currently in force. For each, indicate the date into which the MOU was entered and the termination date.

Year	Buyer	Seller	MOU Description	Date Entered	Date Terminated
FY20 MOU	CITYWIDE	OUC	Radio – Radio System Usage	11/8/19	9/30/20
FY20 MOU	DC Water	OUC	Radio – Radio System Usage	12/17/19	9/30/20
FY20 MOU	DCHA	OUC	Radio – Radio System Usage	3/12/20	9/30/20
FY20 MOU	DCPL	OUC	Radio - Custom Support Services	9/27/20	9/30/20
FY20 MOU	DGS	OUC	Radio - Custom Support Services	12/17/19	9/30/20
FY20 MOU	DOC	OUC	Radio - Custom Support Services	3/9/20	9/30/20
FY20 MOU	DOEE	OUC	311 - Low Income Energy Assistance Program	10/8/19	9/30/20
FY20 MOU	DOEE	OUC	311 Licenses	5/15/20	9/30/20
FY20 MOU	DPR	OUC	Radio - Custom Support Services	2/3/20	9/30/20
FY20 MOU	DPW	OUC	Radio - Custom Support Services	2/3/20	9/30/20
FY20 MOU	DYRS	OUC	Radio - Custom Support Services	2/5/20	9/30/20
FY20 MOU	FEMS	OUC	311 Licenses	2/27/20	9/30/20
FY20 MOU	FEMS	OUC	IT Services	2/27/20	9/30/20
FY20 MOU	FEMS-AMR	OUC	Radio – Radio System Usage	2/27/20	9/30/20

Year	Buyer	Seller	MOU Description	Date Entered	Date Terminated
FY20 MOU	HSEMA	OUC	1UCUA9 - 2019 Radio Cache	10/18/19	10/7/21
FY20 MOU	HSEMA	OUC	2UCUA9 - CAD Information Sharing and Interoperability	10/18/19	10/7/21
FY20 MOU	HSEMA	OUC	3UCUA9 - Interoperable Communications Planning, Training, and Exercises	10/18/19	10/7/20
FY20 MOU	HSEMA	OUC	4UCUA9 - 9-1-1 Wireless Call Routing Analytics	10/18/19	6/7/21
FY20 MOU	HSEMA	OUC	COVID FEMA Grant 4502DRDC	9/8/20	9/30/21
FY20 MOU	HSEMA	OUC	Reverse 911	5/26/20	9/30/20
FY20 MOU	MPD	OUC	Radio MOU (Annual Auto-Renew)	2/15/17	N / A
FY20 MOU	OUC	DCHR	DLP Internship	11/12/19	9/30/20
FY20 MOU	OUC	OVSJG	Domestic Violence Fatality Review Board - Access to 911 Recordings	9/7/18	9/30/20
FY20 MOU	OUC	OCTO	GIS & Data Analyst	9/19/19	9/30/20
FY20 MOU	OUC	FEMS	CDL Driver	2/27/20	9/30/20
FY20 MOU	OUC	FEMS	CPR-AED Training	2/3/20	9/30/20
FY20 MOU	OUC	OCFO	OCFO Shared Services	5/22/20	9/30/20
FY20 MOU	OUC	OCTO	DCNET	4/8/20	9/30/20
FY20 MOU	OUC	DCHR	Suitability Screening	10/25/19	9/30/20
FY21 MOU	CITYWIDE	OUC	Radio – Radio System Usage	11/20/21	9/30/21
FY21 MOU	DDOT	OUC	Radio - Custom Support Services	3/2/21	9/30/21
FY21 MOU	DOEE	OUC	311 - Low Income Energy Assistance Program	11/13/20	9/30/21
FY21 MOU	DPW	OUC	311 Licenses	3/24/21	9/30/21
FY21 MOU	FEMS	OUC	311 Licenses	1/28/21	9/30/21
FY21 MOU	FEMS	OUC	IT Services	1/28/21	9/30/21
FY21 MOU	FEMS-AMR	OUC	Radio – Radio System Usage	1/12/21	9/30/21
FY21 MOU	HSEMA	OUC	1UCUA0 - 2020 Radio Cache	12/8/20	6/7/22

Year	Buyer	Seller	MOU Description	Date Entered	Date Terminated
FY21 MOU	HSEMA	OUC	1UCUA8 - 2018 Radio Cache (Subaward Adjustment)	3/4/18	6/7/21
FY21 MOU	HSEMA	OUC	3UCUA0 - Interoperable Communications Planning, Training, and Exercises	12/8/20	10/7/21
FY21 MOU	HSEMA	OUC	3UCUA9 - Interoperable Communications Planning, Training, and Exercises (Subaward Adjustment)	12/1/20	6/7/21
FY21 MOU	MPD	OUC	Radio MOU (Annual Auto-Renew)	2/15/17	N / A
FY21 MOU	OUC	OCFO	OCFO Shared Services	2/19/21	9/30/21
FY21 MOU	OUC	DCHR	Suitability Screening / Compliance Services	10/14/20	9/30/21
FY21 MOU	OUC	OCTO	GIS & Data Analyst	12/1/20	9/30/21

6. Please list the ways, other than MOU, in which the agency collaborated with analogous agencies in other jurisdictions, with federal agencies, or with non-governmental organizations in FY20 and FY21, to date.

**The OUC continues to benefit from collaborative relationships with many analogous agencies in other jurisdictions, with federal agencies, and with non-governmental organizations. In particular, through FY20, the former Director served as the Vice Chair of COG’s 911 Director’s Subcommittee and as the District’s state representative with the National Association of State 911 Administrators. These groups direct and advise on public policy issues impacting 911 and are comprised of subject matter experts from across the region and the nation.**

**In addition, the agency participates on both the Statewide Interoperability Communication Committee (SEIC) and the Interoperability Communication Committee. These committees are stakeholder-driven, multi-jurisdictional, and multi-disciplinary groups, established for the purpose of enhancing interoperable and emergency communications. Also, the OUC continues its partnerships with industry associations, such as APCO and NENA, both of which seek to forge relationships between PSAPs and help set standardized performance measures.**

**Lastly, the agency is a long-standing member of the nationally recognized ENGAGE311, which is a collaboration of 311 municipal and customer service centers throughout North America. ENGAGE311 provides an avenue for 311 centers to demo products and systems, network with industry peers and vendors, and to focus on advancing 311 programs with specialized information on customer service, knowledge management, employee initiatives, business process improvements, open data, and open government initiatives.**

7. For FY20 and FY21, to date, please list all intra-District transfers to or from the agency, and include a narrative description of the purpose of each transfer.

<b>A</b>	<b>Amount</b>	<b>FTEs</b>	<b>Sending Agency</b>	<b>Service</b>
	\$148,570	0	Dept. of Youth Rehabilitation	CityWide Radio Services & Custom Support Services
	\$26,591	0	Dept. of Behavioral Health	CityWide Radio Services
	\$26,591	0	DC Public Schools	CityWide Radio Services
	\$176,637	0	Dept. of Correction	CityWide Radio Services
	\$1,993	0	DC Regulatory Affairs	CityWide Radio Services
	\$93,071	0	District Department of Transportation	CityWide Radio Services
	\$28,791	0	DC Public Library	CityWide Radio Services
	\$1,993	0	Alcoholic Beverage Regulations	CityWide Radio Services
	\$6,647	0	Dept. for Hire Vechicles	CityWide Radio Services
	\$1,993	0	Dept. of Human Services	CityWide Radio Services
	\$5,084	0	DC Parks and Recreation	CityWide Radio Services
	\$1,993	0	SERVE DC	CityWide Radio Services
	\$1,993	0	Office of The Chief Medical Examiner	CityWide Radio Services
	\$6,649	0	Homeland Security and EMA	CityWide Radio Services
	\$26,591	0	Dept. of Forensic Science	CityWide Radio Services
	\$26,591	0	DC Office on Aging	CityWide Radio Services
	\$68,967	0	Dept. of Public Works	CityWide Radio Services
	\$5,777	0	Dept. Of Health	CityWide Radio Services
	\$1,993	0	OCTO	CityWide Radio Services
	\$93,071	0	Dept. of Transportation	CityWide Radio Services
	\$340,295	6	Dept of Energy and Environment	311 Customer Support center - LIHEAP
	\$8,692	0	FEMS	311 CRM licenses
	\$79,775	0	FEMS	FEMS-AMR Services
	\$138,723	0	FEMS	FEMS Radio Services
	\$5,076	0	FEMS	FEMS SRMS 311 Mobile App Services
	\$3,600	0	HSEMA	HSEMA Reverse 911 Service
<b>Total</b>	<b>\$1,327,745</b>	<b>6</b>		

<b>B</b>	<b>Amount</b>	<b>FTEs</b>	<b>Receiving Agency</b>	<b>Service</b>	<b>Account Code Where This is Funded in Agency FY 2020 Budget</b>
	\$148,152		OCP	P-Card	1630 - 1020 - 0410
	\$1,527,417		OCTO	IT Assessment	1630 - 1040 - 0494
	\$36,843		DPW	Fleet Services	1630 - 1070 - 0404
	\$12,793		DCHR	Sustainability Services	1630 - 1010 - 0408
	\$5,754		FEMS	CDL Training	1631 - 1015 - 0408
	\$10,000		FEMS	PSJC Shared Services	1630 - 1010 - 0408
<b>Total</b>	<b>\$1,740,958</b>				

8. For FY20 and FY21, to date, please identify any special purpose revenue funds maintained by, used by, or available for use by the agency. For each fund identified, provide:
- The revenue source name and code;
  - The source of funding;
  - A description of the program that generates the funds;
  - The amount of funds generated by each source or program;
  - Expenditures of funds, including the purpose of each expenditure;

- f. Whether expenditures from the fund are regulated by statute or policy, and if so, how; and
- g. The current fund balance.

<b>OFFICE OF UNIFIED COMMUNICATIONS</b>			
<b>SPECIAL PURPOSE REVENUE - USE OF FUND AND BALANCE</b>			
<b>E911 Fund 1630</b>			
	<b>FY 2020</b>	<b>FY 2021 (actual as of Mar. 31)*</b>	
<b>Beginning Fund Balance:</b>	<b>30,147,998</b>	<b>24,263,264</b>	
<b>Revenue Collections</b>	<b>11,670,031</b>	<b>2,951,330</b>	<b>Assesed on Carriers providing 911 services</b>
<b>Payment from the Courts:</b>	<b>0</b>		
<b>Interest Income:</b>	<b>282,636</b>	<b>0</b>	
<b>Less Expenditures (3500,3501):</b>	<b>16,381,960</b>	<b>8,673,881</b>	<b>911/311 related Personnel, supplies, equipment, maintenance and other support</b>
<b>Less Transfers-Out</b>	<b>1,455,441</b>		
<b>Ending Fund Balance:</b>	<b>24,263,264</b>	<b>18,540,713</b>	
*NOTE: "Actual Fund Balance" calculation (Column D) reflects SOAR G/L balance after FY 2020 year-end adjustments)			

<b>OFFICE OF UNIFIED COMMUNICATIONS</b>			
<b>SPECIAL PURPOSE REVENUE - USE OF FUND AND BALANCE</b>			
<b>2% Prepaid Wireless Fund 1631</b>			
	<b>FY 2020</b>	<b>FY 2021 (actual as of Mar. 31)*</b>	<b>Programs that generate the funds</b>
<b>Beginning Fund Balance:</b>	<b>404,785</b>	<b>535,233</b>	
<b>Revenue Collections</b>	<b>492,933</b>	<b>172,003</b>	<b>Assessed to Consumers at a Point of Sale</b>
<b>Payment from the Courts:</b>	<b>0</b>	<b>0</b>	<b>NA</b>
<b>Interest Income:</b>	<b>0</b>	<b>0</b>	<b>NA</b>
<b>Less Expenditures (3500,3501):</b>	<b>362,485</b>	<b>235,000</b>	<b>911/311 related Non-Personnel, supplies, equipment, maintenance and other support</b>
<b>Ending Fund Balance:</b>	<b>535,233</b>	<b>472,236</b>	

\*NOTE: "Actual Fund Balance" calculation (Column D) reflects SOAR G/L balance after FY 2020 year-end adjustments)

9. For FY20 and FY21, to date, please list all purchase card spending by the agency, the employee making each expenditure, and the general purpose of each expenditure.

<b>FY20 P-Card Transactions</b>				
<b>Vendor</b>	<b>Order Date</b>	<b>Description</b>	<b>Requester Name</b>	<b>Amount Paid</b>
APCO Mid Eastern Chapter	10/02/19	Registrations - 25 Employees to Ocean City, MD - October 16, 2019 to October 18, 2019 - 2019 Mid-Eastern APCO Chapter Fall Conference ***OUC is attending a training symposium with the APCO Mid-Eastern Chapter for 2019. The reason we have decided to do business with this particular organization is because it is the only APCO chapter for our region that encompasses industry professionals from DC, Maryland, and Delaware***	Mark Hunter	875.00

SENODA, INC. (SBE Certified Contractor) LS48404092019	10/03/19	PRINTING - BUSINESS CARDS - Judy Duff	Judy Duff	112.00
Costume Specialists	10/03/19	Cell Phone Sally shirt and pants, Cell Phone Sally Mitts & Shipping ***This vendor was directly recommended by the vendor that we purchased the mascot costume from as it is the cleaning service that the vendor personally uses. They are the only company that has the parts that need to be replaced***	Danielle Drumgoole	525.00
Wireless Communications, Inc.	10/08/19	ON/OFF KNOB APX7000XE, FREQ KNOB APX6000XE, KVL P/S, KVL4000 PWR CORD, CABLE & SHIPPING CHARGES ***We are using this vendor instead of a SBE/CBE because they are a Motorola Premier Service Partner/Authorized Two-Way Radio Dealer and frequently supply parts and perform maintenance on the District's radio equipment that is essential to public safety. There are no SBEs/CBEs or any other vendors on the DC Supply Schedule that are capable of handling the size and scale of these repairs, parts, and maintenance that Wireless Communications Inc provides to the OUC and the District.	Stephen Matthews	1,657.00
Grand Hotel & Spa	10/16/19	Hotel - 26 Employees to Ocean City, MD - October 16, 2019 to October 18, 2019 - 2019 Mid-Eastern APCO Chapter Fall Conference ***OUC is attending a training symposium with the APCO Mid-Eastern Chapter for 2019, and are securing lodging at the Grand Hotel where the symposium is being held. The reason we have decided to do business with this particular organization is because it is the only APCO chapter for our region that encompasses industry professionals from DC, Maryland, and Delaware***	Mark Hunter	2,950.50
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	10/17/19	Filter, LCD, PCY, 22, WIDE, BK	Selena MacArthur	259.98
DISTRICT OF COLUMBIA LABOR LAW POSTER SERVICE	10/22/19	2020 3 Year Plan-DC & Discount ***Please be advised that the recent subscription purchased through the District of Columbia Labor Law Poster Service provides exclusive HR content which is not offered through a CBE***	Yvonne McManus	437.00
Comcast	10/22/19	Account #8299 70 007 0657992 (October 2019 Billing)	Shani Jones	48.44

Comcast	10/22/19	Account #8299 70 004 1212117 (October 2019 Billing)	Shani Jones	35.40
DIGIDOC, Inc. T/A Document Managers (SBE Certified Contractor) LSDR07410082021	10/22/19	P10s (new) & Shipping	Selena MacArthur	1,522.19
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	10/22/19	BOOK,DSK APPT, MNTHLY,BK, DESK PAD,22X17,WH/BR & PEN,BALLPNT,CRYSTL,MED,BK	Kelly Brown	60.25
Thomson West	10/23/19	FY 20 Subscription Renewal Notice - DC Code Book Updates	Dionne Hayes	534.48
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	10/24/19	Jump-N-Carry JNC950 2000 Peak Amp 12V Jump St Note: SPECIAL ORDER ITEM: NO RETURNS	Donald West	395.00
Dell	10/24/19	Dell Laser Projector S718QL ***We are using Dell instead of a SBE/CBE because they are the manufacturer of the projector and were able to offer the best price available. A comparison quote we obtained from an SBE exceeded the 12% threshold and also exceeded the \$5,000.00 PCard transaction limit***	Brian Gragasin	3,899.00
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	10/29/19	Wipes,GYM,700/CNT	James Roberts	497.94
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	10/29/19	LabelManager 160P, 2 Lines, 7 9/10w x 4 13/20d x 1 9/10h, Rhino 4200 Basic Industrial Handheld Label Maker, 1 Line, 4 3/50x8 23/50x2 6/25, Duracell CopperTop Alkaline AAA Batteries, 36/Pack, Duracell Procell Alkaline AA Batteries, 24/Box, Pads in Miami Colors, 3 x 3, 70/Pad, 24 Pads/Pack, Ink Indicator Stick Highlighters, Chisel Tip, Assorted Colors, 5/Pack, Docket Ruled Perforated Pads, Wide/Legal Rule, 8.5 x 11.75, Canary, 50 Sheets, 6/Pack & Docket Ruled Perforated Pads, Narrow Rule, 5 x 8, Canary, 50 Sheets, 6/Pack	Selena MacArthur	514.63

Bytefusion	10/29/19	Lan Time Analyzer Professional (unlimited clients) & Upgrade PresenTense Time Client, Site License - Any version to latest ***Bytefusion is the supported vendor for this product to upgrade the Time Synchronization software to the latest software version and monitor the time clients with the LAN Time Analyzer. Bytefusion sells directly to end users and has given discounted price for the product upgrade that they don't offer discounts to the agents***	Zahis Chohan	515.93
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	10/29/19	Industrial-Strength Heavy-Duty Fasteners with Dispenser Box, 2" x 15 ft, White, Sticky-Back Fasteners, Removable Adhesive, 0.75" x 30 ft, White, Nylon Cable Ties, 11 x 0.19, 50 lb, Black, 500/Pack & 55-Piece Computer Tool Kit in Black Vinyl Zipper Case	Selena MacArthur	353.92
NENA	10/31/19	ENP Exam Winter 2020 - Initial Certification - Ingrid Bucksell	Ingrid Bucksell	550.00
Personnel Concepts	10/16/19	DC Compliance Service Subscription & Shipping & Handling ***Please be advised that the recent subscription purchased through Personnel Concepts provide exclusive HR content which is not offered through a CBE***	Yvonne McManus	108.85
NENA	11/06/19	NENA - Group Membership Dues 2020	Kelly Brown	1,550.00
Mobil Satellite Technologies	11/06/19	AVL GPS ANTENNA 8"; BLACK & iDirect Universal 6W KU BUC, BUC, ROHS, BUC NJT8306UF ***We are using Mobil Satellite Technologies instead of an SBE/CBE because they are a satellite technology company that is best equipped to handle this request due to their expertise in providing satellite hardware and service to Federal, State, County, and other municipal entities. There are currently no SBES/CBEs or any vendors on the DC Supply Schedule which are capable of handling this request***	John Frank	1,180.00
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	11/06/19	M2 Basics 321-Piece First Aid Kit Contents, KIT, EYEWASH, STATION,CLR, JUIDINTO Plastic Drywall Anchors with self Dr, Hilitchi 410 Stainless Steel #8 Hes Washer He & Tape King Gaffers Tape Black (2-Pck)	Kevin Ngo	843.74
Project Management Institute	11/07/19	PMP Exam (Member Rate)	Arrelle Anderson	405.00
Project Management Institute	11/07/19	Individual Membership & Membership Application Fee	Arrelle Anderson	139.00

ABC Technical Solutions, Inc. (SBE Certified Contractor) LSDZ10015112022	11/13/19	MST HUB- mDP TO 3X DISPLAYPO	Kevin Ngo	98.91
Amazon	11/13/19	Yome Portable Dual Cylinder Air Compressor Pump, 12V Heavy Duty Portable Air Pump with LED Flashlight and LCD Digital Display Gauge for Car Tires, Balls, Other Inflatables ***We are using Amazon instead of an SBE/CBE because the price offered by our regular SBE exceeded the 12% threshold and was double the price of Amazon. Attached is the SBE comparison quote***	Donald West	79.98
NENA	11/14/19	ENP Reference Manual & Practice Test Bundle - Ingrid Bucksell	Ingrid Bucksell	100.00
D.C. Bar	11/14/19	More Effective Writing Makes More Effective Lawyers	Jared Siegel	289.00
FedEx	11/14/19	Shipping - OUC Radio Services Group used the FEDEX Account to ship back equipment for repair.	Shani Jones	82.39
APCO INTERNATIONAL INC.	11/20/19	2020 APCO Membership Dues	Kelly Brown	2,359.00
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	11/20/19	BOOK,APPT DSK,MNTHLY,NVBE, POP-UP NOTES 3X3 100SHT/PK 5PD/PK NEON & PAD,LGL RULED,PERF,LTR,WE	Kelly Brown	79.57
JCA Landscaping LLC	11/27/19	Trimming 2 large branches from walnut tree over hanging from garage area. Trimming large branch back to safe distant and to encourage healthy growth, All yard waste will be taken away & Cutting down tree and limbs in back of building to clear space for generator ***This is the landscaping company hired by DGS for the PSCC. We required additional service to prune trees that were impacting operations. We are using this company instead of a local SBE/CBE because they are the company DGS selected to perform the work. DGS is responsible for all facilities maintenance and therefore, they maintain control over choosing which vendor performs the work***	Kip Ross	2,068.24
Comcast	11/27/19	Account #8299 70 007 0657992 (November 2019 Billing)	Shani Jones	48.44

Comcast	11/27/19	Account #8299 70 004 1212117 (November 2019 Billing)	Shani Jones	35.40
Amazon	11/27/19	Neiko 10048A Premium Security Bit Set, Chrome Vanadium Steel   100-Piece Kit, BLACK+DECKER 4V MAX Cordless Screwdriver (BDCS20C), GEARWRENCH 10mm 12 Point Stubby Flex Head Ratcheting Combination Wrench - 9551 & TOPDC Jumper Cables 4 Gauge 20 Feet Heavy Duty Booster Cables with Carry Bag (4AWG x 20Ft) ***We are using Amazon instead of an SBE/CBE because the price quotes obtained from SBEs/CBEs exceeded the 12% threshold, one quote was over six times the price of Amazon***	Ben Petrovic	129.27
ABC Technical Solutions, Inc. (SBE Certified Contractor) LSDZ10015112022	12/03/19	Dell Slim Power Adapter – 130 Watt with 3 ft Power Cord	RaCharne Wims	323.80
DIGIDOC, Inc. T/A Document Managers (SBE Certified Contractor) LSDR07410082021	12/03/19	One Ear Headsets (HW510), Two Ear Headsets (HW520) & Shipping	Selena MacArthur	3,412.24
Chief Operating Officer Business Forum, Inc.	12/03/19	Annual Dues - COO Forum Annual Membership Dues	Arrelle Anderson	1,000.00
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	12/03/19	CAMERA,HD,PRO,WEBCAM,BK,L, GLOVES,HFLXPLS,CUTRES,XL, GLASSES,SAFETY,CLR, 4 3/4 x 2 3/8" Tyvek Shipping Tags - Pre-WireNote: SPECIAL ORDER ITEM: NO RETURNS, Zebra LS2208 General Purpose Bar Code ScannerNote: SPECIAL ORDER ITEM: NO RETURNS & KIT,EYEWASH,STATION,CLR	Selena MacArthur	1,321.79
U.S. Office of Personnel Management	12/04/19	Registration for "Conflict Management Skills" - Karima Holmes - March 3-6, 2020	Karima Holmes	2,700.00
Best Buy	12/04/19	Sony - PX Series Digital Voice Recorder ***We are using Best Buy instead of a local SBE/CBE because of the urgent need for the item by OUC HR. Since they needed the item by the next day, Best Buy was best option available at the most reasonable price***	Setrena Ford	41.99

Tessco	12/06/19	30' LMR400 Jumper NM NF & Destination & handling ***We are using Tessco instead of a local SBE/CBE because Tessco is our regular supplier for radio cables and can offer a more reasonable/competitive price with a faster delivery timeframe over local SBEs/CBEs who may not be able to the source the item at all or if they can, at a significant upcharge with longer lead time for delivery***	Ben Petrovic	72.79
David Clark	11/08/19	Repair/Replace & Shipping and Handling via Trackable Ground Service ***We are using this vendor because they are the manufacturer of this product and there are no SBEs/CBEs capable of handling the size and scope of performing these repairs***	Stephen Matthews	443.00
MTB Enterprises DBA TomahWares (SBE Certified Contractor) LSDZR66447082021	12/09/19	Update OUC videos, Update four (4) videos produced for OUC with the new mayor's logos, includes re-editing and reanimating all four videos to accommodate the new logo.	Wanda Gattison	1,030.18
Amazon	12/10/19	Soft Baby Proofing Corner Guards & Edge Protectors - 3M Pre-Taped Table Corner Protector, Child Safety Furniture Bumper, Sharp Corner Cushions, 8 Pack, Brown Gorilla White Glue, Waterproof, 2 ounce Bottle, White, (Pack of 1) ***We are using Amazon instead of a local SBE/CBE because the quotes obtained from the local vendors were in excess of the 12% threshold in comparison to the price offered by Amazon, one vendor's quote was almost double Amazon's price***	Kip Ross	492.77
Watson	12/10/19	Display Port Cables - Shipped (FOR BILLING ONLY), 3.5 Audio Jacks (For Consoles On Phase 1, 2 and 6 Positions), 8-Port Patch Panels - 311 Positions Only, Installation & Freight ***We are using Watson because they are the manufacturer of the consoles and are therefore the only vendor who can provide parts and services for the equipment. There are no SBEs/CBEs that are qualified or capable of handling this task because they did not manufacture the equipment***	Kip Ross	4,389.03
Watson	12/12/19	Monitor Reconfiguration and one AMR Position, Installation & Freight ***We are using Watson because they are the manufacturer of the consoles and are therefore the only vendor who can provide parts and services for the equipment. There are no SBEs/CBEs that are qualified or capable of handling this task because they did not manufacture the equipment***	Kip Ross	1,449.25
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	12/12/19	Label, Desk Pad, Sharpie Marker, Envelope, AAA Battery	Sambeth Norville	184.37

FedEx	12/12/19	Shipping - FEDEX INVOICE #6-842-45591 - HR, Personnel Matter. Shipping - FEDEX INVOICE #6-849-02113 - DC Government business to submit Hearing Officer report to an employee. Shipping - FEDEX INVOICE #6-856-44947 - shipped a box of OUC Strategic Plan documents on November 26, 2019, to Director Holmes as she led a session at the New Orleans Parish Communications District for New Orleans. She facilitated a session on Strategic Planning in 911 Call Centers and distributed OUC's strategic plan documents as a guide during the discussion. We sent some radio equipment to Motorola who will be reimbursing us for the shipping with a credit on our next invoice. The email thread is attached for documentation purposes.	Setrena Ford, Arrelle Anderson, Jared Siegel & Veeda Harris	137.44
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	12/17/19	Coat tree	Setrena Ford	102.99
Capital Services & Supplies (SBE Certified Contractor) LSZX17481122019	12/18/19	Office Supplies	Mark Hunter	704.15
ABC Technical Solutions, Inc. (SBE Certified Contractor) LSDZ10015112022	12/18/19	ABC PROFESSIONAL NETWORK IN INSTALLATION AND RUNNING 2 DATA LINES, 1 VOICE LINE FROM UCC DATA CENTER TO B206 & MISCELANEUS MATERIAL PLENUM CAT6 CABLE, EMT CONDUIT, FACEPLATES, AND ETC....	Zahid Chohan	2,231.58
David Clark	12/06/19	Repair/Replace & Shipping and Handling via Trackable Ground Service ***We are using this vendor because they are the manufacturer of this product and there are no SBEs/CBEs capable of handling the size and scope of performing these repairs***	Veeda Harris	833.75
Comcast	01/06/20	Account #8299 70 007 0657992 (December 2019 Billing)	Shani Jones	48.49
Comcast	01/06/20	Account #8299 70 007 0657992 (January 2020 Billing)	Shani Jones	54.59
Comcast	01/06/20	Account #8299 70 004 1212117 (December 2019 Billing)	Shani Jones	35.43

iKey	01/09/20	FULL TRAVEL SLIM BACKLIT KYB W/ Touchpad, FT-88-911-TP-USB, FT-88-911-TP-USB-5Y, REPLACE RUBBER KEYPAD ON 9 UNITS, REPAIR COST \$90 EACH, FULL TRAVEL SLIM BACKLIT KYB W/ Touchpad, FT-88-911-TP-USB, FT-88-911-TP-USB-5Y, REPLACE CASE ON 47 UNITS & REPAIR COST \$60 EACH ***We are using iKey instead of a local SBE/CBE because iKey is the manufacturer of the keyboards and they are the only vendor who can perform the repairs. There are no local SBEs/CBEs who are capable of performing these repairs***	Kevin Hartwig	3,630.00
Amazon	01/09/20	Soft Baby Proofing Corner Guards & Edge Protectors - 3M Pre-Taped Table Corner Protector, Child Safety Furniture Bumper, Sharp Corner Cushions, 8 Pack, Brown, Gorilla White Glue, Waterproof, 2 ounce Bottle, White, (Pack of 1) & Lysol Disinfecting Wipes, Brand New Day, Berry & Basil, 80ct, Packaging May Vary ***We are using Amazon instead of a local SBE/CBE because the quotes obtained from the local vendors were in excess of the 12% threshold in comparison to the price offered by Amazon, one vendor's quote was almost double Amazon's price***	Kipling Ross	252.74
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	01/09/20	WIPES,GYM,700/CNT	James Roberts	570.00
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	01/09/20	CALENDAR,LAMNTD,36X24,RD, CALENDAR,WALL,YEARLY, CALENDAR,PLN-A-YR WALL, PEN,BALL POINT,FINE,BE, PEN,SOFTFEEL,RT,FN,BE, CALENDAR,WALL,MLY,12X17, MARKER,GRIP,PERM,FN,BK, HIGHLIGHTER,BRITELINER,FLYL & PROTECTOR,SHT11X8.5,25/BX	Sambeth Norville	142.00
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	01/09/20	C Pure Oceanloch-M Water Filter Replacement C & 3M Water Filtration Products HF20-MS Replacement	James Roberts	336.00
ComplianceTraining Group	01/09/20	Online Course – Sexual Harassment for Employee, (Mandatory remedial training recommended by OUC HR and OUC OGC) ***We have placed an order for a compliance training from Compliance Training Group because they were the only one who was able to provide a nationwide sexual harassment training in an online format for the employee. This is the exception of why we were unable to provide the business to a CBE***	Mark Hunter	19.99

Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	01/10/20	WORKSTATION,SIT/STAND,GY - Arrelle Anderson & Ingrid Bucksell	Arrelle Anderson	978.00
SENODA, INC. (SBE Certified Contractor) LS22964062022	01/10/20	PRINTING - BUSINESS CARDS - QTY. 500 - NGO & SHIPPING	Wanda Gattison	112.00
NETWORKING FOR FUTURE, INC (SBE Certified Contractor) LSZX32750102022	01/13/20	12MO SUB ACROBAT PRO DC FOR MLIC TEAM ALL MAC WIN L2 10-49 . PRODUCT STOCKED BY MANUFACTURER. DELIVERY TIMES VARY.	Brian Gragasin	1,892.70
Bearcom	01/13/20	100' LMR400 Cable with jumpers at each end, one mini-U male, one mini-u female & Shipping *** We are using Bearcom instead of an SBE/CBE because they are the manufacturer of the product and are best equipped to handle the request. Bearcom is our main supply vendor for radio parts/cables so they are more familiar with our equipment and system than any SBE/CBE or vendor on the DC Supply Schedule, and they also happen to be an Authorized Radio System Specialist for Motorola***	Ben Petrovic	220.00
ABC Technical Solutions, Inc. (SBE Certified Contractor) LSDZ10015112022	01/14/20	ZTHY J60J5 PRIMARY LAPTOP BAT & JIAZIJA DJAJ0 PRIM LAPTOP BAT	Raymond Addo	363.36
APCO International	01/14/20	Registration for NEXUS conference May 21 & 22, 2020	Judy Duff	99.00
Survey Monkey	01/17/20	Advantage Annual Plan	Arrelle Anderson	384.00
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	01/17/20	Luxhide Segmented Cushion Tilter Chair	Kipling Ross	3,948.00
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	01/22/20	CALENDAR,PLN-A-YR WALL	Sambeth Norville	40.94

Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	01/22/20	CALENDAR,PLN-A-YR WALL - Shipping - CREDIT	Sambeth Norville	(9.95)
Watson Consoles	01/23/20	ACCESSORY CUP HOLDER ***We are using Watson instead of a local SBE/CBE because Watson is the manufacturer of our new console furniture and is the only vendor that is qualified and capable of providing parts and maintenance services on the furniture. There are no SBEs/CBEs that are qualified or capable of handling this task because they did not manufacture the equipment***	Kip Ross	4,992.00
APCO International	01/24/20	Annual (YR2020) Membership Dues (Member#227683)	Selena MacArthur	94.00
FedEx	01/24/20	Shipping - FEDEX Invoice #6-863-57714 - Jason Lee used the FedEx account to ship broken keyboards to Ikey for repair. Shipping - FEDEX Invoice #6-869-81866 - HR, Personnel Matter. Shipping - FEDEX Invoice #6-877-22331 - Jason Lee used the FedEx account to ship broken keyboards to Ikey for repair & Shipping - FEDEX Invoice #6-896-59605 - HR, Personnel Matter.	Kevin Hartwig & Gina Gay	259.86
National Forum for Black Public Administrators	01/09/20	Associate Member Sustaining (1 year) Arrelle Anderson & DC Chapter Dues	Arrelle Anderson	2,250.00
National Forum for Black Public Administrators	01/09/20	DC Chapter Dues Karima Holmes	Arrelle Anderson	50.00
National Forum for Black Public Administrators	01/09/20	DC Chapter Dues Erick Hines	Arrelle Anderson	50.00
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	01/07/20	60X30 DESK PACKAGE	Kipling Ross	395.00
Greene Consulting	01/14/20	Certified Financial Planner (CFP) Program, Entry ID: 166, Self-Paced Online Program & Instructor-Led Online	Kipling Ross	4,250.00
Project Management Academy	01/14/20	PMP Certification Bootcamp, Course ID #PMP030220DC - Brittany Galloway	Brittany Galloway	2,240.00

JPS Interoperability Solutions	01/23/20	CABLE - MOTOROLA - APX & XPR - ACU-T ***We are using a JPS instead of a local SBE/CBE because JPS is a preferred cable vendor of the Radio Shop and the vendor has indicated that they can deliver the cables in time for the State of the Union***	Clyde Wilson	975.00
Biddle Consulting Group, Inc. / CritiCall	01/23/20	CritiCall Elite maintenance renewal includes unlimited toll-free phone support, user's group web site and free, automatic software upgrades for one year.	LaJuan Sullivan	1,859.00
NFPA - National Fire Protection Association	01/30/20	Digital Copy - NFPA Standard 1221 & Digital Copy - NFPA Standard 450	Karima Holmes	110.00
All About Pins	02/03/20	1" Soft Enamel Lapel Pin	Danielle Drumgoole	302.45
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	02/03/20	Office Supplies	Danielle Drumgoole	247.61
Rings Leighton Creative Services	02/03/20	30 New Prints, 7 New Frams, Installation at one DC Location	Danielle Drumgoole	2,920.01
Comcast	02/03/20	Account #8299 70 004 1212117 (January 2020 Billing)	Shani Jones	35.52
Watson Consoles	02/04/20	**ADDING 2ND ROW OF (4) MONITORS** FOR 3 POSITIONS Includes (4) Individual Arms with Focal Depth Adjustment, INSTALL-WAT & Freight ***We are using Watson instead of a local SBE/CBE because Watson is the manufacturer of our new console furniture and is the only vendor that is qualified and capable of providing parts and maintenance services on the furniture. There are no SBEs/CBEs that are qualified or capable of handling this task because they did not manufacture the equipment***	Kipling Ross	4,140.75
SENODA, INC. (SBE Certified Contractor) LS22964062022	02/04/20	PRINTING - BUSINESS CARDS & Shipping - Erick Hines	Erick Hines	112.00
NENA	02/05/20	Registration for ENP Exam Prep Boot Camp - Judy Duff	Judy Duff	50.00

Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	02/06/20	Diversitech Corporation IQP-120 Condensate Pu & Aquaking 10 Single Cartridge Ice Machine Wate	James Roberts	308.00
Amazon	02/06/20	Nu-Calgon 4296-60 Pan-Treat Scum 200 Tablets ***We are using Amazon instead of a local SBE/CBE vendor due to the urgency of the request (1st floor employees are using the 3rd floor ice machine because the machine downstairs is contaminated) and because the vendor we initially reached out to did not respond in a timely manner***	Kipling Ross	112.00
American Airlines	02/06/20	Dionne Hayes - Airfare to Miami, FL - March 8, 2020 to March 11, 2020 - Employment Law Conference	Dionne Hayes	328.80
NENA	02/06/20	Registration for TWO people to attend NENA 911 Goes to Washington conference in WDC. Attendees are Colleen Dreher-King and Brittany Kapral	Selena MacArthur	1,000.00
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	02/06/20	Office Supplies	Danielle Drumgoole	13.90
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	02/06/20	COPY PAPER,LTR,20LB,96B, 5000/CS	James Roberts	468.00
Comcast	02/06/20	Account #8299 70 007 0657992 (February 2020 Billing)	Shani Jones	48.64
NELI - National Employment Law Institute	02/06/20	Dionne Hayes - Registration to Miami, FL - March 8, 2020 to March 11, 2020 - Employment Law Conference	Dionne Hayes	1,116.00
DIGIDOC, Inc. T/A Document Managers (SBE Certified Contractor) LSDR07410082021	02/07/20	Two Ear Headsets (HW261N) & Shipping	Selena MacArthur	2,504.29

Amazon	02/07/20	Dell TB16 Thunderbolt 3 (USB-C) Docking Station with 180W Adapter, USB C to DisplayPort Cable (4K@60Hz, 2K@144Hz) Warrky 6.6ft Certified [24K Gold-Plated, Slim Aluminum Shell] Thunderbolt 3 to DP Cable Compatible with MacBook Pro/Air, iPad Pro, Galaxy S10/S9/S8,More, NewVan Tech 3 in 1 Multi-Function LED Flashlight with Magnetic Base, Black, Pack of 3 & AmazonBasics AAA 1.5 Volt Performance Alkaline Batteries - Pack of 36 (Appearance may vary) ***We are using Amazon instead of a local SBE/CBE vendor because their price was more than 12% of Amazon's price***	Kevin Ngo	161.61
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	02/07/20	PEN,RBALL,JIMNIE,BE, PADS,SS,NOTES,3"X3",MIAMI, INK,STAMP,F/XSTAMPER,BE & RUBBERBANDS,SIZE 18,1/4LB	Maria Miranda	114.93
Orkin	02/07/20	PC Standard - Odd Job-PC	Kipling Ross	225.00
Repair Clinic	02/07/20	Glass Main Top & Shipping Cost ***We are using Repair Clinic instead of a local SBE/CBE vendor because of the low price point and shipping cost with a quick turnaround time and no taxes imposed, as well as to avoid any upcharge by a local SBE/CBE vendor***	Kipling Ross	238.79
Trophy Awards	02/11/20	Ripple Acrylic Award, Ripple Acrylic Award & Priority Service	Danielle Drumgoole	578.81
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	02/11/20	Sheet, Flex Write, 8"X4", WH	Mark Hunter	229.00
ABC Technical Solutions, Inc. (SBE Certified Contractor) LSDZ10015112022	02/12/20	ADESSO AKB-132UB MULTIMEDIA KESKTOP 104-KEY USB KEYBOARD FOR WINDOWS	Mia Murrell	587.00
Amazon	02/13/20	Dell TB16 Thunderbolt 3 (USB-C) Docking Station with 180W Adapter - ***We are using Amazon instead of a local SBE/CBE vendor because their price was more than 12% of Amazon's price*** Return / CREDIT	Kevin Ngo	(128.64)

Global Industrial	02/14/20	Plastic Utility Cart 2 Shelves Black & Shipping ***We are using Global Industrial instead of a local SBE/CBE vendor because the local vendor's price was more than 12% of Global Industrial's price***	Racharne Wims	121.08
SymbolArts	02/14/20	Customized CPR Save Coins - 1.75 inch - Washington DC, Custom Mold - Setup fee one time & Freight	Mark Hunter	1,884.25
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	02/18/20	Wipes,GYM,700/CNT	James Roberts	190.00
Champion	02/19/20	8X10 Plaque Custom Logo and Engraving	LaJuan Sullivan	119.80
FedEx	02/20/20	Jared used FedEx to send a hearing officer report to the employee at issue.	Jared Siegel	6.68
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	02/20/20	Apple Pencil (2nd Generation) - Karima Holmes	Selena MacArthur	169.00
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	02/26/20	Pointer, PRSNTER R400,RLSR	Selena MacArthur	289.95
Champion	02/10/20	A6750 Acrylic Awards, Custom Logos (Office U Comm), Custom Plate Engraved & Engrave All Items Per Specification	Danielle Drumgoole	790.00
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	02/11/20	REST,WRIST,KEYBRD,BK, REST,WRIST, MOUSE,GY, CALENDAR,WALL ERASABLE, CALENDAR,WALL MTHLY11X8.5, BOOK,APPT DSK,MNTHLY,NVBE, MARKER,EXPO DUAL END,8CT, KIT,EXPO STARTER CHIS,AST, DRY ERASE MARKERS 4 CLR SET BULLET TIP, WIPES,DRY ERS,LOW ODOR,70, MARKER,WHITEBRD,BE, BOOK,BOND,11X8.5,150PG,BE, BOOK,JOURNAL,8.5X11,BK, SCISSORS,8" STR,2PK,GY, STAPLER,DSK,FULL STRIP BK, STAPLES,FULL STRIP,5M/BX, DISPENSER,TAPE,FACET,BK, PORTFOLIO,LTR,2 PCKT,AST, INDEX,BNDR,8 TAB,6ST/PK, PLANNER,LACEY,PREMIUM,BK, BOOK,THEME,10.5X8,70SH	Mark Hunter	1,367.87

Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	02/11/20	ergohuman leather high-back	Douglas Kemp	1,089.00
Georgetown University McCourt School of Public Policy	02/11/20	Registration Fee - Crisis Communications: Strategies for Successfully Leading Through A Crisis - Kelly Brown. Registration Fee - Crisis Communications: Strategies for Successfully Leading Through A Crisis - Wanda Gattison	Kelly Brown & Wanda Gattison	3,990.00
MVS, Inc. (SBE Certified Contractor) LSDZXR15202062021	02/12/20	Teem Enterprise, 1 Year Subscription, iPad Gen 6 / Space Grey / WiFi only 32GB, LITE Wall Mount iPad 5th/6th Gen / Black / Covered, Gigabit + PoE Adapter for iPad 1 Year / Without Cable, Gigabit + PoE Industrial Strength Cable 16" Cable & Installation and Configuration - Includes HW mouting, CAT6 Cable runs, HW/SW Configuration and Test the functionality	Shani Jones	2,363.87
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	02/18/20	SORTER,COMBO MESH,BK, HOLDER,3TIER,SWVL,MSH,BK, ORGANIZER, DEEP DRAWR, BK, FILE,PCKT,CUBICLE,3PK,CC, PAD,NOTE 3X3 ULTRA,AST, NOTE,3X3 POP UP&DISP,AST, RULER,LINESITE,15", PLANNER,LACEY,PREMIUM,BK, PEN,SARASA,DRY GEL,X1,BE & TONER,HP 26X HYIELD LJ,BK - A/P Rosanne Etinoff	Maria Miranda	897.06
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	02/20/20	Pen, Cleaner, Rack Wall, Mouse, Notebook, Dispenser, cleaner, Board, Tape, Cartridge & Webcam Privacy Shutter Protects lens	Selena MacArthur	811.23
Amazon	02/20/20	Master Lock Padlock, Set Your Own Combination Lock, 2 in. Wide, 175D (Pack of 4) ***We are using Amazon instead of a local SBE/CBE vendor because Amazon is offering discounted pricing for bulk quantities of items (i.e. 2-pack, 4-pack, etc.) and a local SBE/CBE vendor would not be capable of offering the same type of pricing discounts***	Veeda Harris	173.97
Amazon	02/20/20	Professional Disposables Surface bUosE Disinfectant Super Sani-Cloth Wipes, 160 Count (5 Pack) & Kimberly Clark Safety 55083 Nitrile Gloves, Powder Free, Large, Purple (Pack of 100) (5-(Pack) ***We are using Amazon instead of a local SBE/CBE vendor because Amazon is offering discounted pricing for bulk quantities of items (i.e. 2-pack, 4-pack, etc.) and a local SBE/CBE vendor would not be capable of offering the same type of pricing discounts***	Veeda Harris	287.48
Comcast	02/28/20	Account #8299 70 004 1212117 (February 2020 Billing)	Shani Jones	35.52

APCO International	03/02/20	Leadership in Policy Awards Dinner - Table Wanda Gattison	Wanda Gattison & Cleo Subido	1,700.00
Association of Government Contact Center Professionals	03/03/20	Renew Membership (2/28/2020 Ref # 1073)	Wanda Gattison	100.00
FedEx	03/04/20	Shipping - FEDEX INVOICE #6-938-35201 - HR, Personnel Matter.	Setrena Ford	36.52
Amazon	03/04/20	<p>600 PCS Heat Shrink Wire Connectors Terminals, Camtek Waterproof Butt Connectors Electrical Insulated Crimp Terminals Marine Automotive Wire Connectors, Husky 861461 4 Piece High Leverage Multi-Use Pliers Set with Diagonal, Long Nose, Slip Joint, and Groove Joint Pliers, Expo 80675 EXPO Low-Odor Dry Erase Set, Fine Point, Assorted Colors, 7-Piece with Cleaner, Magnetic Screwdriver Set 14 PCS Include Slotted/Phillips/Torx Precision Screwdriver, CREMAX Professional Cushion Grip and Non-Slip for Repair Home Improvement Craft, TEKTON Long Arm Hex Key Wrench Set, Inch/Metric, 26-Piece   25252, Ryobi Speed Load Plus Driving Kit (68-Piece), 140 PCS Car Fuses Assortment Kit, Blade auto Fuses and Mini Flat Automotive Fuse kit 5A 7.5A 10A 15A 20A 25A 30A Car Motorcycle Truck SUV Automotive Replacement Fuses, INNOVA 3320 Auto-Ranging Digital Multimeter, Neiko 03044A Mini Ratcheting Offset Screwdriver and Bit Set, Pocket Size Close-Quarters ,1/4-Inch Drive, 3M Hook/Loop Fastener TB3571/TB3572, Black, 1 in x 10 ft, Cable Ties. Standard Duty 7.6 Inch Premium Nylon Wire Management Zip-Ties. 50 LB Tensile Strength. USA Strong Cable Ties (1000 Pack, UV Black)</p> <p>***We are using Amazon instead of a local CBE/SBE vendor because when we obtained a quote from one local CBE/SBE, their price was more than 12% of Amazon's price, and the other vendor we reached out to (our regular vendor for supplies) did not have the items we are ordering in their inventory***</p>	Racharne Wims	830.79
Amazon	03/04/20	<p>600 PCS Heat Shrink Wire Connectors Terminals, Camtek Waterproof Butt Connectors Electrical Insulated Crimp Terminals Marine Automotive Wire Connectors</p> <p>***We are using Amazon instead of a local CBE/SBE vendor because when we obtained a quote from one local CBE/SBE, their price was more than 12% of Amazon's price, and the other vendor we reached out to (our regular vendor for supplies) did not have the items we are ordering in their inventory***</p>	Racharne Wims	79.98

Amazon	03/04/20	14 Piece SAE and Metric Professional Automotive Nut Driver Set Color Coded Nonslip TPR Hand Grips and 3-inch Hollow Shaft ***We are using Amazon instead of a local CBE/SBE vendor because when we obtained a quote from one local CBE/SBE, their price was more than 12% of Amazon's price, and the other vendor we reached out to (our regular vendor for supplies) did not have the items we are ordering in their inventory***	Racharne Wims	124.36
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	03/04/20	Staple Remover, Pockets File 3.5", Expandable File A-Z, Classification Folders, Red File Folders, Business Envelope & Hospital Wipes	Sam Norville	381.26
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	03/05/20	WIPES, HOSPITAL, LGN, 12X12	Maria Miranda	425.00
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	03/10/20	Cable, HDMI, Kit, EXPO Starter, Board, Pelican 1510 Case with Foam & Workstation, sit/stand	Selena MacArthur	2,206.33
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	03/10/20	Cable, HDMI, Kit, EXPO Starter, Board, Pelican 1510 Case with Foam & Workstation, sit/stan - CREDIT	Selena MacArthur	(1,038.00)
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	03/10/20	Laminator, Cartridge, Dual lamnte, rfl, Cushion, Seatback, Planner, Adhesive, spray, Paper, Note, Divider, lined, tab, Marker. Pen,	Mark Hunter	717.15
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	03/10/20	Charger, Headset, Samsung Earphones Corded Tuned by AKG, Mouse wireless & Adapter USB	Selena MacArthur	2,272.50
Softek Services, Inc. (SBE Certified Contractor) LSDZ49881062020	03/10/20	Introduction to Photoshop Course; Up to 8 Students; 9:00-4:00 - 04/08/2020	Wanda Gattison	1,550.00
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	03/11/20	Planner, Board, Driers, Cable, HDMI & Cable, display port, HDMI	Selena MacArthur	1,081.96

Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	03/11/20	FILTER,MED TRUE HEPA,WH, FILTER,MED,CARBON,4/PK,BK & PURIFIER,AIR,190,BK	Kip Ross	1,395.92
BeyondTrust	03/13/20	Remote Support License Subscription	Teddy Kavaleri	847.39
HearMore.com	03/17/20	323121 Ear and Forehead Talking Infrared Thermometer - English and Spanish - \$49.95 *** We are using HearMore.com because of the emergency circumstances due to the COVID-19 virus prevention preparations. This vendor offered a reasonable price, free shipping (with an expedient delivery timeframe), and also did not charge taxes on the order***	Kip Ross	329.70
Amazon	03/18/20	14 Piece SAE and Metric Professional Automotive Nut Driver Set Color Coded Nonslip TPR Hand Grips and 3-inch Hollow Shaft & Shipping - CREDIT ***We are using Amazon instead of a local CBE/SBE vendor because when we obtained a quote from one local CBE/SBE, their price was more than 12% of Amazon's price, and the other vendor we reached out to (our regular vendor for supplies) did not have the items we are ordering in their inventory***	Racharne Wims	(53.68)
Not Just Vacs	03/24/20	Re-work central vac tubing on raised floor.	Kip Ross	1,280.00
Amazon	03/24/20	Digital Infrared Forehead Thermometer for Adults Baby Kids, Non-Contact Forehead and Ear Thermometer with Fever Alert Function ***We are using Amazon instead of a local CBE/SBE vendor because of the urgent need for thermometers due to the COVID-19 Pandemic crisis. Local vendors might not have the kind of thermometer we need and lead times could prevent us from receiving the items as soon as possible. Additionally, we might be faced with a significant markup over Amazon's price when going through a local vendor***	Kip Ross	299.98
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	03/25/20	Plantronics Blackwire 435, Standard (C435)	Selena MacArthur	975.00
Comcast	03/26/20	Account #8299 70 007 0657992 (March 2020 Billing)	Shani Jones	48.64

Comcast	03/26/20	Account #8299 70 004 1212117 (March 2020 Billing)	Shani Jones	35.52
GRAINGER.COM	03/29/20	Gym Equipment Wipes Refill, 7" x 8", White ***We are using GRAINGER.COM instead of a local CBE/SBE because of an urgent need to order wipes due to the COVID-19 pandemic crisis which has resulted in limited supplies of essential items nationwide and worldwide as well***	Kip Ross	39.69
Stellar Chemical Corp	03/29/20	Isopropyl Alcohol 99%, 4 x 1 Gallon ***We are using Stellar Chemical Corp instead of a local SBE/CBE because of an urgent need to order wipes due to the COVID-19 pandemic crisis which has resulted in limited supplies of essential items nationwide and worldwide as well***	Kip Ross	559.96
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	02/27/20	HP 950, (L0S28AN) 2-pack Black Original Ink Cartridges, HP 951, (CR314FN) 3-pack Cyan/Magenta/Yellow Original Ink Cartridges, HP 952XL, (F6U19AN) High Yield Black Original Ink Cartridge, HP 952XL, (L0S61AN) High Yield Cyan Original Ink Cartridge, HP 952XL, (L0S64AN) High Yield Magenta Original Ink Cartridge & HP 952XL, (L0S67AN) High Yield Yellow Original Ink Cartridge	Jordan Haskell	857.82
Laser Art, Inc. (SBE Certified Contractor) LSDZ33234112022	02/28/20	Dermagel Hand Sanitizer 18oz. 11 packs/16 per case.	Kip Ross	2,078.40
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	02/28/20	SANITIZER,PURELL 20-OZ,CR	Kip Ross	689.95
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	02/28/20	SANITIZER,PURELL 20-OZ,CR - CREDIT / REFUND	Kip Ross	(689.95)
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	03/05/20	WIPES,GYM,700/CNT	James Roberts	285.00
Gotta Go Now, LLC (SBE Certified Contractor) LSDZRV74118072021	03/16/20	Service Cleaning of Mobile Unit Pump out service, Service Cleaning of Mobile Unit Fresh water service, Service Cleaning of Mobile Unit External Cleaning of mobile command unit, Service Cleaning of Mobile Unit internal cleaning of mobile command unit & Emergency Service Emergency service fee - Calls placed same day - Calls are needed at-least 24 hours in advance.	Zahid Chohan	1,250.00

The HomeDepot.com	03/29/20	WYPALL (12) 1/2 in. x (23) 1/2 in. X80 Foodservice Towel, Kimfresh Antimicrobial Hydroknit (150-Count) ***We are using Home Depot because of an urgent need to order wipes due to the COVID-19 pandemic crisis which has resulted in limited supplies of essential items nationwide and worldwide as well***	Kip Ross	374.80
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	03/31/20	First Aid Kit & Compressed Air Duster Cleaner	Maria Miranda	545.68
Association for Strategic Planning	03/30/20	New Annual Membership	Arrelle Anderson	295.00
Appliances Connection	04/01/20	Verona VEFSEE365SS, InSinkErator BADGER5XP & 5308819006 4 ft. Electric 3-Wire Power Cord ***We are using Appliances Connection instead of a local SBE/CBE because of the need to have a working stovetop in house due to the COVID-19 crisis and the potential for a stay-in-place order from the Mayor. This vendor is providing the most reasonable price available as well as the quickest shipping time and cost. A local SBE/CBE vendor might have significant lead times and steep markups for this kind of purchase and they potentially might not have the availability in their stock***	Kip Ross	3,050.98
Walmart	04/01/20	Non-Contact Infrared Thermometer Body Temperature Tool 1PC ***We are using Walmart instead of a local SBE/CBE vendor because there are no local SBE/CBE vendors with this item in stock and because this item is of extreme necessity and is an emergency purchase due the COVID-19 crisis***	Kip Ross	173.96
Amazon	04/01/20	Digital Infrared Forehead Thermometer for Adults Baby Kids, Non-Contact Forehead and Ear Thermometer with Fever Alert Function - Refund / Credit	Kip Ross	(299.98)
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	04/03/20	Mouse Wireless M-Trac LED & Logitech G432 7.1 Surround Sound Gaming Heads	Selena MacArthur	903.20
HomeDepot	03/29/20	WYPALL (12) 1/2 in. x (23) 1/2 in. X80 Foodservice Towel, Kimfresh Antimicrobial Hydroknit (150-Count) ***We are using Home Depot because of an urgent need to order wipes due to the COVID-19 pandemic crisis which has resulted in limited supplies of essential items nationwide and worldwide as well***	Kip Ross	468.50
Paessler	05/01/20	PRTG 1000 - 12 Maintenance Months Renewal	Zahid Chohan	680.00

Comcast	04/22/20	Account #8299 70 007 0657992 (April 2020 Billing)	Shani Jones	48.64
Comcast	04/22/20	Account #8299 70 004 1212117 (April 2020 Billing)	Shani Jones	35.52
Thomson Reuters - West	04/07/20	DATABASE CHARGES	Dionne Hayes	100.75
FedEx	05/20/20	Shipping - HR, Personnel Matter.	Setrena Ford	40.52
Comcast	05/20/20	Account #8299 70 007 0657992 (May 2020 Billing)	Shani Jones	48.64
Comcast	05/20/20	Account #8299 70 004 1212117 (May 2020 Billing)	Shani Jones	35.52
FedEx	05/28/20	The fedex shipment to Ortega was a group of documents requested to be sent by HR to Ms. Ortega. They are confidential.	Cleo Subido	9.68
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	06/02/20	Mophie Juice Pack Wireless - Qi Wireless Char	Selena MacArthur	59.00
FedEx	06/03/20	Shipping - HR, Personnel Matter & shipping cost for David Clark headset repair.	Setrena Ford & Kevin Ngo	86.07
FedEx	06/05/20	Shipping - 1.) HR, Personnel Matter. 2.) Dionne used fedex to send conference documents to the OUC UCC on March 11, 2020.	Setrena Ford & Dionne Hayes	44.27
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	06/17/20	COPY PAPER,LTR,20LB,96B 5000/CS	Maria Miranda	234.00
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	06/19/20	Mophie Juice Park Air, Apple iPhone XR, Total quote \$70.00...-Credit \$-29.50	Selena MacArthur	40.50

The HomeDepot	06/19/20	WYPALL X50 Foodservice Towels 1/4 Fold 23 1/2 x 12 1/2 White (200 Sheets per Carton) ***We are using Home Depot because of an urgent need to order wipes due to the COVID-19 pandemic crisis which has resulted in limited supplies of essential items nationwide and worldwide as well***	Kipling Ross	293.60
Amazon	06/19/20	EasyEast Smart Forehead/in-Ear Infrared Thermometer with Digital Screen [Fast Reading Detection/Non-Contact Needed/No Battery Included] Forehead Thermometer Ideal for Adult and Kid ***We are using Amazon instead of a local SBE/CBE vendor because there are no local SBE/CBE vendors with this item in stock and because this item is of extreme necessity and is an emergency purchase due the COVID-19 crisis. We encountered mechanical issues with thermometers that were previously ordered so we needed to make this transaction through a vendor that offers a hassle free return policy in case this thermometer is also malfunctioning***	Kipling Ross	84.99
TransPerfect	06/22/20	Trans/Edit/Proofreading / Translation Services	Wanda Gattison	898.32
Comcast	06/22/20	Account #8299 70 007 0657992 (June 2020 Billing)	Shani Jones	48.64
Comcast	06/22/20	Account #8299 70 004 1212117 (June 2020 Billing)	Shani Jones	35.52
Amazon	06/29/20	DirecTV Universal High Speed 6FT HDMI Cable & Shipping ***We are using Amazon instead of a local SBE/CBE vendor because of the urgent need to procure these cables to support the MedComm room in time for the 4th of July. Due to COVID-19, many vendors including SBE/CBEs are encountering shipping delays, and because of the urgent need for the cables to arrive before the 4th, Amazon presents the best procurement option in terms of cost and shipping***	Kevin Hartwig	53.34
Reliable Repairs	06/30/20	Ice machine repair ***We are using Reliable Repairs instead of a CBE vendor because of their familiarity with our facilities and our equipment that they have serviced. They are able to provide a more prompt and precise service than a CBE vendor would because of their past experience providing service at the UCC and PSCC***	Kipling Ross	389.00

Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	07/15/20	Office Supplies	Marcellus Walker	771.77
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	07/17/20	Cyber Track H4 1080P HD USB Webcam with Mic	Marcellus Walker	259.80
Comcast	07/22/20	Account #8299 70 007 0657992 (July 2020 Billing)	Shani Jones	48.64
Comcast	07/22/20	Account #8299 70 004 1212117 (July 2020 Billing)	Shani Jones	35.52
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	07/22/20	Adaptor, Audio Processor, Black	Selena MacArthur	3,399.50
JE Richards, Inc.	07/22/20	EMERGENCY POWER UPGRADE	Kipling Ross	855.00
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	07/28/20	PENCIL,#2,UNIVERSAL, PEN,BALLPT,ECONOMY,MED,BK, PAD,POST-IT,1 7/8 X 1 7/8, RUBBER BANDS NATURAL COLOR 1 3/8 OZ BAG, HILIGHTER,PCKTLTE,6PK,AST, MARKER,SHARPIE,F,4/ST,SET, KIT,EXPO,STARTER CHIS,AST, SHEARS STAINLESS STEEL OFFICE 7IN STRAIGHT, TAPE,TRANS,6PK WDISP,CR, HALF STRIP STAPLER, REMOVER,STAPLE,JAWST,3,BK, FOLDER,MLA,1/3 CT,LTR,100, BNDR,RNG,11X8.5,1",BRG, PAPER CLIPS GEM 10 BOXES 100/BOX, ENVELOPE,#10,SEFSEAL,WE, FLUID,CORRECTION,20ML,WHT & 3 HOLE PAPER PUNCH ADJUSTABLE	LaJuan Sullivan	495.06
FedEx	07/30/20	1.) Shipping - promptly deliver a HR memo letter. 2.) Shipping - Tameka was instructed by HR to FedEx disciplinary documentation to Blair Stevenson. 3.) Shipping - Tameka was instructed by HR to FedEx disciplinary documentation to Blair Stevenson and Julias Ker & 4.) Shipping - proposed termination letter.	Setrena Ford, Kevin Ngo & Tameka Martin	124.56

Calvin Price Group (SBE Certified Contractor) LSDZR93342122022	08/04/20	Resilience: Hard-Won Wisdom for Living a Better Life by Eric Greitens Paperback, The Resilient 911 Professional: A Comprehensive Guide to Surviving & Thriving Together in the 9-1-1 Center by Jim Marshall, Dispatcher Stress: 50 Lessons on Beating the Burnout (The Healthy Dispatcher Series) by Adam Timm, The Body Keeps the Score: Brain, Mind, and Body in the Healing of Trauma by Bessel van der Kolk M.D., Reducing Compassion Fatigue, Secondary Traumatic Stress, and Burnout by William Steele, Maybe You Should Talk to Someone: A Therapist, HER Therapist, and Our Lives Revealed by Lori Gottlieb, The Resilient Practitioner: Burnout and Compassion Fatigue Prevention and Self-Care Strategies for the Helping Professions by Thomas M. Skovholt, Trauma Stewardship: An Everyday Guide to Caring for Self While Caring for Others by Laura van Dernoot Lipsky, The Age of Overwhelm: Strategies for the Long Haul by Laura van Dernoot Lipsky Paperback, Waking the Tiger: Healing Trauma by Peter A. Levine Paperback, The Things You Can See Only When You Slow Down: How to Be Calm in a Busy World by Haemin Sunim, Living Beautifully: with Uncertainty and Change by Pema Chodron Paperback & In an Unspoken Voice: How the Body Releases Trauma and Restores Goodness by Peter A. Levine	Mark Hunter	364.88
NASNA	08/13/20	2020 NASNA Dues - Annual Dues from July 1, 2020 to June 30, 2021	Karima Holmes	500.00
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	08/18/20	COPY PAPER,LTR,20LB,96B 5000/CS	Mia Murrell	234.00
APCO International	08/19/20	60 Day Job Posting - Web - Job Title: Chief of Special Operations and Investigations	Setrena Ford	299.00
NENA	08/19/20	30 Day Job Posting - Web - Job Title: Chief of Special Operations and Investigations	Setrena Ford	149.00
Comcast	08/20/20	Account #8299 70 007 0657992 (August 2020 Billing)	Shani Jones	48.64
Comcast	08/20/20	Account #8299 70 004 1212117 (August 2020 Billing)	Shani Jones	35.52

FedEx	08/27/20	Shipping - Tameka was instructed by HR to FedEx disciplinary documentation to Blair Stevenson in May because the employee was not available to serve in person. Shipping - proposed/final decision termination.	Setrena Ford & Tameka Martin	55.44
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	09/03/20	Monitor Privacy Screen for 24 inch PC Display	Sambeth Norville	224.85
P.World	09/03/20	Registration for Wanda	Wanda Gattison	149.00
Kahoot	09/03/20	Kahoot Premium for Business - Subscription	Shani Jones	480.00
LaborLawCenter	09/14/20	District of Columbia & Federal Labor Law Poster + 2020 Replacement Service	Yvonne McManus	125.98
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	09/15/20	NOTEBOOK,BUSINESS,BK	Kelly Brown	14.74
Comcast	09/23/20	Account #8299 70 007 0657992 (September 2020 Billing)	Shani Jones	48.64
Comcast	09/23/20	Account #8299 70 004 1212117 (September 2020 Billing)	Shani Jones	35.52
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	09/24/20	Cyber track H4 1080p HD USB Webcam with Microp, Webcam Privbacy Shutter Protesct Lens Cap Hood, Adaptive Fast Charger Compatible Samsung Gala, Plantronics Spare AC/DC Converter, 110 & Headset, DECT Wireless BK	Selena MacArthur	2,363.00
Thomson Reuters	09/28/20	Thomson West Legal Search Service for May, June, July & August 2020	Dionne Hayes	403.00

**Total**  
**Expenditure**  
**FY 2020:**      **\$**  
**148,151.86**

<b>FY21 P-Card Transactions</b>				
<b>Vendor</b>	<b>Order Date</b>	<b>Description</b>	<b>Requester Name</b>	<b>Amount Paid</b>
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	10/07/20	Frame, document holder, 6/pk, Frame, document holder, 6/pk, Seal, gold foil, 5 sheets/pk & Awards, certificate, 15/pk	Mark Hunter	131.98
APCO INTERNATIONAL	10/13/20	2021 APCO Membership Dues	Kelly Brown	2,401.00
Thomson Reuters	10/14/20	Thomson West Legal Search Service for September 2020	Dionne Hayes	100.76
ABC Technical Solutions, INC (SBE Certified Contractor) LSDZ10015112022	10/14/20	Dell Dock- WD19 130w Power Deliver Advanced Exchange Service, 3 Years 824-3984 Dell Limited Hardware Warranty 824-3993 & Dell Universal Dock- D6000	Jordan Haskell	435.86
SafeCheckUSA	10/16/20	SafeCheck Walkthrough Body Temperature Detector (2 Sensor) & Shipping ***We are using SafeCheckUSA instead of a local CBE/SBE vendor because there are no CBEs/SBEs that have this product available for purchase. Additionally this is an essential item which will help prevent the spread of COVID-19***	Kipling Ross	3,402.00
Amazon	10/16/20	1 USB MOTOROLA Programming Cable HKN6184C MOTOTRBO XPR4300 XPR 4350 XPR4500 & Shipping ***We are using Amazon instead of a local CBE/SBE vendor because the items are urgently needed by Monday and there are no local CBE/SBE vendors that can deliver within that timeframe. Additionally, because these items are for radio programming in a hospital, they will directly support the public safety infrastructure that is helping to prevent the spread of COVID-19***	Kevin Ngo	84.34
Tessco	10/19/20	Power Supply, MOTOTRBO, Mag Mount, 12' RG58U, Mini UHF Male Connector, 760-870 MHz Unity, Omnidirectional & Destination & handling ***We are using Tessco instead of a local CBE/SBE because there are no CBE/SBE vendors that are directly able to provide Motorola cables and accessories***	Kevin Ngo	1,782.36

Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	10/20/20	KIT,WRLS,MIC,TRNS,REC,LAV & INDEX,SPIRL,4X6,2PK,BL/BK	Mark Hunter	749.48
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	10/22/20	COPY PAPER,LTR,20LB,96B 5000/CS	Kipling Ross	234.00
Amazon	10/23/20	6 USB MOTOROLA Programming Cable HKN6184C MOTOTRBO XPR4300 XPR 4350 XPR4500 & Shipping ***We are using Amazon instead of a local CBE/SBE vendor because the items are urgently needed by Monday and there are no local CBE/SBE vendors that can deliver within that timeframe. Additionally, because these items are for radio programming in a hospital, they will directly support the public safety infrastructure that is helping to prevent the spread of COVID-19***	Kevin Ngo	501.18
Amazon	10/29/20	Shipping Refund	Kevin Hartwig	(10.67)
Amazon	10/29/20	Shipping Refund	Kevin Ngo	(1.62)
Amazon	10/29/20	Shipping Refund	Kevin Ngo	(1.62)
Amazon	10/29/20	Shipping Refund	Kevin Ngo	(3.24)
ABC Technical Solutions, INC (SBE Certified Contractor) LSDZ10015112022	10/29/20	Dell Dock- WD19 130w Power Deliver Advanced Exchange Service, 3 Years 824-3984 Dell Limited Hardware Warranty 824-3993, 30 ft Coax High Resolution Monitor VGA Cable - HD15 M/M - 30ft HD15 to HD15 Cable - 30ft VGA Monitor Cable, DISPLAY PORT (MALE) TO HDMI, 25ft High Speed HDMI Cable M-M 4K & Antimicrobial USB Keyboard & Mouse Adesso Antimicrobial Multimedia Desktop Keyboard and Optical Mouse combo pack	Kevin Hartwig	2,503.95
Comcast	11/04/20	Account #8299 70 007 0657992 (October 2020 Billing)	Shani Jones	48.64
Comcast	11/04/20	Account #8299 70 004 1212117 (October 2020 Billing)	Shani Jones	35.52
Thomson Reuters	11/05/20	Thomson West Legal Search Service for October 2020	Dionne Hayes	100.75

Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	11/05/20	PURIFIER,AIR,90,BK	Setrena Ford	379.98
SafeCheckUSA	11/12/20	SafeCheck Mini Body Temperature Detector & Shipping ***We are using SafeCheckUSA instead of a local CBE/SBE vendor because there are no CBEs/SBEs that have this product available for purchase. Additionally this is an essential item which will help prevent the spread of COVID-19***	Kipling Ross	2,062.00
ABC Technical Solutions, INC (SBE Certified Contractor) LSDZ10015112022	11/12/20	Digi DCE Cable - RJ-45 Male - DB-9 Female - 4ft CABLE 10PIN FOR MODEMS DCE DEVICE & Digi 48inch RJ-45/DB-9M Straight Cable (10 pin)	Zahid Chohan	97.84
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	11/19/20	12V DC, Sealed Lead Acid Battery, 7.5 Ah, Fas	Zahid Chohan	218.00
Stardock	11/20/20	Multiplicity® 3 KVM [Corporate], Multiplicity 3 KVM Premium Support (2 years) & Multiplicity® 3 KVM [Corporate/Single Key] ***We are using Stardock instead of a local CBE/SBE vendor because this software is proprietary to Stardock and therefore a local CBE/SBE vendor would be unable to provide this product for us to purchase*** ***Per the merchant, taxes can only be refunded not prevented. Refund was requested on November 20, 2020 at 2:33 PM. Awaiting credit from merchant***	Teddy Kavaleri	317.95
Reliable Repairs	11/24/20	Refrigerator repair in UCC Breakroom ***We are using Reliable Repairs instead of a CBE vendor because of their familiarity with our facilities and our equipment that they have serviced. They are able to provide a more prompt and precise service than a CBE vendor would because of their past experience providing service at the UCC and PSCC***	James Roberts	369.00

AtlasPhones.com	11/24/20	Avaya Definity TN2501AP Voice Announcements over LAN Circuit Pack, Avaya Definity TN744D Call Classifier Circuit Pack & Shipping ***We are using AtlasPhones.com instead of a local CBE/SBE vendor because these items are urgently required as essential resources to resolve a critical IT issue that is affecting the Tuesday 311 DMV call-volume. These items are specialized IT telephony hardware products and a local CBE/SBE vendor more than likely would not have them in stock or be able to provide them with a quick turnaround***	Zahid Chohan	548.54
Comcast	11/25/20	Account #8299 70 007 0657992 (November 2020 Billing)	Shani Jones	48.64
Comcast	11/25/20	Account #8299 70 004 1212117 (November 2020 Billing)	Shani Jones	35.52
Qunect	11/19/20	QuNect ODBC 2020 (32 and 64 bit) for Quick Base	Zahid Chohan	499.00
Chill-Craft Company	12/02/20	Maintenance	James Roberts	302.33
APCO International	12/03/20	005803 - 700 MHz interoperability channels & 005806 WQRE530 - 800 MHz interoperability channels ***We are using APCO instead of a local SBE/CBE vendor because APCO is providing specific radio frequency coordination that no local SBE/CBE vendor would be able to provide***	Kevin Ngo	200.00
Stardock Corporate Software	12/03/20	Tax Refund - Credit	Teddy Kavaleri	(18.00)
Thomson Reuters	12/07/20	Thomson West Legal Search Service for November 2020	Dionne Hayes	100.75
ABC Technical Solutions, INC (SBE Certified Contractor) LSDZ10015112022	12/09/20	PEERLESS SMARTMOUNT UNIVER Peerless SmartMount Universal Flat Panel TV Cart SR560M - Cart forLCD / plasma panel - black - screen size: 32"-75" - mounting interface: 600 x 400 mm, SPORTSMAN'S TRUNK LARGE - BL, Nanuk Multi-Layered Cubed Foam Inse Nanuk Multi-Layered Cubed Foam Insert for the 945 Case, Packing Foam Roll, Standard, Non-Perf Packing Foam Roll, Standard, Non-Perforated, Roll Width 18 in, Roll Length 250 ft, Foam Inserts, Pick and Pull Foam, Sheet Foam Inserts, Pick and Pull Foam, Sheet Width 7 3/8 in, Sheet Length 9 3/8 in, GE 6 Outlet Surge Protector, 10 Ft Exte & AmazonBasics 16/3 Vinyl Outdoor Exte	Kevin Hartwig	4,034.41

Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	12/14/20	COPY PAPER,LTR,20LB,96B 5000/CS - PSCC	Kip Ross	468.00
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	12/16/20	COPY PAPER,LTR,20LB,96B 5000/CS - UCC	Kip Ross	468.00
FedEx	12/17/20	Shipping - Invoice #7-116-34578 - HR, Personnel Matter. Shipping - Invoice #7- 162-80250 - HR, Personnel Matter. Shipping - Invoice #7-176-79645 - HR, Personnel Matter. Shipping - Invoice #7- 184-32770 - HR, Personnel Matter. Shipping - Invoice #7-192-35517 - HR, Personnel Matter. & Shipping - Invoice #7-198-98166 - HR, Personnel Matter.	Setrena Ford & Jared Siegel	246.58
FedEx	12/18/20	Shipping - Invoice #7-142-68560 - HR, Personnel Matter.	Setrena Ford	33.52
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	12/18/20	BATTERY,INDST,ALK,AA,24PK, BATTERY,PROCELL,9V,12/BX, FIRST AID,ASPIRIN,250CT & BATTERY,ALKLN,AAA,36/PK	Kevin Ngo	76.82
University of Washington Professional & Continuing Education	12/29/20	Instructional Design / e-learning Management Certificate Course Start Date: 01/11/2021 End Date: 02/26/2021	Cleo Subido	2,480.00
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	12/29/20	BINDER AVE03301, BINDER UNV20981, LEGAL RULED NOTE PAD, ROUND STICK PEN, 60/BOX BLK, ROUND STICK PEN, 60/BOX BLUE, FACE MASK, 50/BOX & INDEX DIVIDERS FOR NOTEBOOKS 24/BOX	Mark Hunter	481.56
Stardock Corporate Software	12/01/20	Multiplicity 3 KVM - Add 80 activations to an existing key - A4E0D-B9BE3- E7898-BE9CA-9A1C7-1A95D & Taxes (will be refunded per vendor) ***We are using Stardock instead of a local CBE/SBE vendor because this software is proprietary to Stardock and therefore a local CBE/SBE vendor would be unable to provide this product for us to purchase, and the vendor that handles our 911 call traffic also recommended that we use this vendor***	Teddy Kavalieri	1,610.35
Stardock Corporate Software	12/01/20	Tax Refund - Credit	Teddy Kavalieri	(91.15)

DIGIDOC, Inc. T/A Document Managers (SBE Certified Contractor) LS DR07410082021	12/29/20	Refurbished p10 Adapters & Shipping	Selena MacArthur	2,774.99
Comcast	01/04/21	Account #8299 70 007 0657992 (December 2020 Billing)	Shani Jones	48.64
Comcast	01/04/21	Account #8299 70 004 1212117 (December 2020 Billing)	Shani Jones	35.52
Thomson Reuters	01/04/21	Thomson West Legal Search Service for December 2020	Dionne Hayes	100.74
FedEx	01/05/21	Shipping - Invoice #7-228-62838 - David Clark headset repair shipping	Kevin Ngo	16.08
NENA	01/06/21	NENA 2021 Membership Dues - Public Sector 2	Teddy Kavaleri	1,550.00
APCO International	01/12/21	700 MHz interoperability channels ***We are using APCO instead of a local SBE/CBE vendor because APCO is providing specific radio frequency coordination that no local SBE/CBE vendor would be able to provide***	Kevin Ngo	100.00
Veritas Consulting Group	01/26/21	Labor to remove & re-install call center camera due to video wall being installed in camera's current location - Order	Zahid Chohan	472.00
Comcast	01/26/21	Account #8299 70 007 0657992 (January 2021 Billing)	Shani Jones	47.47
Comcast	01/26/21	Account #8299 70 004 1212117 (January 2021 Billing)	Shani Jones	29.66
ModTech	01/28/21	SIPS-BDA-DB dual band tactical BDA rental including portable BDA with 4 x EM100 battery packs, power cord, and standard antenna kit with Yagi and omni antennas, tripod stand, and cabling. ***We are using ModTech instead of a local CBE/SBE vendor because ModTech provides, handles, and services highly technical radio equipment that no local CBE/SBE vendors would be able to, and this request was an urgent priority to assist for the inauguration***	Kevin Ngo	1,000.00
MODTECH CORP	01/07/21	Refurbish EM-100 Battery Packs S/N 2640 and 2650 including expedited shipping	Kevin Ngo	434.00
MODTECH CORP	01/14/21	Modtech BDA repair #1	Kevin Ngo	1,200.00
Capital Services & Supplies (SBE Certified Contractor) LS ZX61622022023	01/25/21	Faceshield	Marsha Hott	34.44

Amazon	01/29/21	Genovation 48KEY USB CONTROLPAD Black HOTKEYS. Model: CP48-USBHID ***We are using Amazon instead of a local CBE/SBE vendor because Amazon provides us with the most expedient option to purchase these items. A local CBE/SBE vendor more than likely would not carry this item in their inventory, and if they were able to source the items, there would be an upcharge over Amazon's price***	Selena MacArthur	255.34
ABC Technical Solutions, INC (SBE Certified Contractor) LSDZ10015112022	01/29/21	HP OFFICEJET PRO 8025 ALL-IN-ONE Multifunction printer - color - ink-jet - 8.5 in x 11.7 in (original) - A4/Legal (media) - up to 29 ppm (copying) - up to 20 ppm (printing) - 225 sheets - 33.6 Kbps - LAN, Wi-Fi(n)	Kevin Hartwig	395.10
Thomson Reuters	02/05/21	Thomson West Legal Search Service for January 2021	Dionne Hayes	100.74
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	02/12/21	BOARD,BULLETIN,3DR,72X48 & Office Furniture Installation - UCC	Mark Hunter	1,154.00
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	02/12/21	BOARD,BULLETIN,3DR,72X48 & Office Furniture Installation - PSCC	Mark Hunter	1,154.00
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	02/16/21	Adapter,Y,Splitter,Training	Mark Hunter	739.00
FedEx	02/17/21	Shipping - Invoice #7-256-78280 - HR, Personnel Matter, Shipping - Invoice #7-272-00994 - Modtech Quotes - Return LOANER & Shipping - Invoice #7-278-96768 - HR, Personnel Matter	Setrena Ford, Kevin Ngo & Jared Siegel	76.18
Trophy Awards	02/17/21	Ripple Acrylic Award	Wanda Gattison	686.84
FedEx	02/18/21	Shipping - Invoice #7-250-05122 - Service of filing documents in the OEA matter.	Dionne Hayes	6.93
Affordable Buttons	02/19/21	2,25" Round Pinback Buttons, 2x2" Square Pinback Buttons, Artwork Charge & Package & Delivery	Wanda Gattison	299.80
Comcast	02/23/21	Account #8299 70 007 0657992 (February 2021 Billing)	Shani Jones	47.47
Comcast	02/23/21	Account #8299 70 004 1212117 (February 2021 Billing)	Shani Jones	29.66

FedEx	02/24/21	Shipping - Invoice #7-286-23768 - for shipping the 6 monitors back to Intrado.	Selena MacArthur	103.76
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	02/24/21	CABINET,30X15X72WELDED,BK	LaVear Crews	309.99
Calvin Price Group (SBE Certified Contractor) LSDZR93342122022	02/26/21	Diamond Series Freestanding Award, Award Setup Charge, Engraved Plate Custom Print & Blue/Clear Acrylic Diamond Award, 10 Inches	Wanda Gattison	1,363.30
Rings Leighton Creative Services	02/26/21	One each of thirty 20x30 prints & Delivery & The \$28.71 reflects the prompt payment discount.	Wanda Gattison	1,406.79
The Hamilton Group (SBE Certified Contractor) LSDZR99949122021	03/03/21	T Shirts - Small, T Shirts - Medium, T Shirts - Large, T Shirts - X Large, T Shirts - 2X & T Shirts - 3X	Wanda Gattison	1,010.25
CDWG	03/03/21	MS EA POWER BI PRO GCC P/USER LICENSE	Zahid Chohan	298.00
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	03/03/21	LABEL,1/2"BK/WHT,2PK	Kevin Ngo	59.38
Thomson Reuters	03/05/21	Thomson West Legal Search Service for February 2021	Dionne Hayes	100.75
All About Pins	03/10/21	1" Soft Enamel Lapel Pin	Danielle Drumgoole	263.00
ABC Technical Solutions, INC (SBE Certified Contractor) LSDZ10015112022	03/10/21	Docking Station - Dual-Monitor USB 3.0. STARTECH.COM, USB3SDOCKDD, Dual-monitor USB 3.0 docking station - USB 3.0 dock includes DVI to VGA DVI to HDMI adapters - USB 3.0 port replicator has 2x USB-fast charge ports - Dual DVI docking station has 5x USB 3.0 ports - 3-year warranty on dual monitor docking station.	Kevin Hartwig	493.92
PCN Strategies, Inc. (SBE Certified Contractor) LSZR47098012024	03/10/21	Repair of 48 Getac F110 Tablets	Kevin Hartwig	1,609.30
The Can, LLC (SBE Certified Contractor) LSDZR10529022023	03/11/21	Dumpster - 15 CY (Up to 3 Tons) 15 Yard Dumpster & Dumpster - Delivery Fee	Kipling Ross	635.00

BlueBay Office, Inc. (SBE Certified Contractor) LSDR06840092021	03/12/21	Fellowes Literature Organizer - 24 Compartment Sorter, Medium Oak - 24 Compartment(s) - Compartment Size 2.50" x 9" x 11.63" - 23.4" Height	LaJuan Sullivan	93.00
H.E.P. Construction, Inc. (SBE Certified Contractor) LSDZR13347112022	03/16/21	Procurement of (1) clear acrylic sheets, Fabrication of all stock sheets to custom sizing and fastening systems @ each location, Installation of system @ Radio Shop Door, Installation of system @ Room 111 & O&P	Shani Jones	1,121.25
Trophy Awards	03/19/21	Ripple Acrylic Award & Shipping	Danielle Drumgoole	24.56
FedEx	03/23/21	Shipping - Invoice #7-300-56447 - HR, Personnel Matter.	Setrena Ford	75.92
API Advanced Packaging, Inc.	03/24/21	Pelican 1650 (Black) empty & Pelican 1650 (Black) with custom foam insert to hold (20) Motorola radios and accessories	Kevin Ngo	3,850.00
Comcast	03/25/21	Account #8299 70 007 0657992 (March 2021 Billing)	Shani Jones	47.47
Comcast	03/25/21	Account #8299 70 004 1212117 (March 2021 Billing)	Shani Jones	29.66

<p>David Clark</p>	<p>03/23/21</p>	<p>40583G-03 - HEADSET-MIC,BEHIND HD H3442  Repair/Replace: Undercut Gel Earseal (pair),  Communication Cord Assy Kit, M-7A Electret Mic, 40583G-03 - HEADSET-MIC,BEHIND HD H3442  Repair/Replace: Undercut Gel Earseal (pair), M-7A  Electret Mic, Boom Attachment Kit, 40583G-03 - HEADSET-MIC,BEHIND HD H3442  Repair/Replace: Undercut Gel Earseal (pair),  Communication Cord Assy Kit, Hybrid Boom with Cord, 40583G-03 - HEADSET-MIC,BEHIND HD H3442  Repair/Replace: Undercut Gel Earseal (pair), M-7A  Electret Mic, Cleaned Tarnished Plugs, 40583G-03 - HEADSET-MIC,BEHIND HD H3442  Repair/Replace: Undercut Gel Earseal (pair), M-7A  Electret Mic, Hybrid Boom with Cord, Cleaned Tarnished Plugs, 40583G-03 - HEADSET-MIC,BEHIND HD H3442  Repair/Replace: Undercut Gel Earseal (pair), Hybrid Boom with Cord, Cleaned Tarnished Plugs, 40583G-03 - HEADSET-MIC,BEHIND HD H3442  Repair/Replace: Undercut Gel Earseal (pair), M-7A  Electret Mic, Hybrid Boom with Cord, Cleaned Tarnished Plugs, 40583G-03 - HEADSET-MIC,BEHIND HD H3442  Repair/Replace: Undercut Gel Earseal (pair), M-7A  Electret Mic, Cleaned Tarnished Plugs, 40583G-03 - HEADSET-MIC,BEHIND HD H3442  Repair/Replace: Undercut Gel Earseal (pair), M-7A  Electret Mic, Hybrid Boom with Cord, Cleaned Tarnished Plugs, 40583G-03 - HEADSET-MIC,BEHIND HD H3442  Repair/Replace: Undercut Gel Earseal (pair),  Communication Cord Assy Kit, 40583G-02 - HEADSET-MIC,BEHIND HD H3441  Repair/Replace: Undercut Gel Earseal</p>	<p>Kevin Ngo</p>	<p>974.25</p>
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		<p>(pair), M-7A  Electret Mic, Communication Cord Assy  Kit, Hybrid  Boom with Cord &amp; Shipping &amp; Handling  ***We are using David Clark instead of a local CBE/SBE vendor because David Clark is the manufacturer of these items and they are the only vendor capable of performing repairs on their own equipment. There are no local CBE/SBE vendors capable of servicing David Clark equipment***</p>		
ABC Technical Solutions, INC (SBE Certified Contractor) LSDZ10015112022	03/23/21	USB to 16 Isolated Inputs / 8 Form C Relay Outputs Digital Interface Adapter. Model: SeaDAC PLC024 & Shipping	Selena MacArthur	622.74
Capital Services & Supplies (SBE Certified Contractor) LSZX61622022023	03/26/21	Storage Cabinet with Electronic Lock 72x24x36 & Shipping and Handling	Mayra Gallo	552.19

Amazon	03/25/21	Big Dot of Happiness Superhero Frame, Allenjoy 7x5 Superhero Cityscape Theme Backdrop, Superhero Party Supplies Favors, 24PC, YETI Rambler, 140z Stainless Steel, Whaline 16Pcs & YETI Rambler, 20 oz  ***We are using Amazon instead of a local CBE/SBE vendor due to the limited timeframe to procure the supplies in time for National Public Safety Telecommunicators Week. Purchasing the supplies from a local CBE/SBE vendor(s) could potentially increase the lead-time of the transaction and would more than likely cost a significant upcharge over Amazon's price***	Danielle Drumgoole	843.50
Reliable Repairs	03/26/21	Not cooling. Both need cleaning and more freon. ***We are using Reliable Repairs instead of a CBE vendor because of their familiarity with our facilities and our equipment that they have serviced. They are able to provide a more prompt and precise service than a CBE vendor would because of their past experience providing service at the UCC and PSCC***	Kipling Ross	680.00

**FY21 Total**                      **56,820.89**

10. Please list all capital projects in the financial plan for the agency or under the agency's purview in FY20 and FY21, to date, and provide an update on each project, including the amount budgeted, actual dollars spent, and any remaining balances (please also include projects for the benefit of the agency that are in the budget of the Department of General Services or another agency). In addition, please provide:
- a. A narrative description of all capital projects begun, in progress, or concluded in FY19, FY20, and FY21, to date, including the amount budgeted, actual dollars spent, any remaining balances, and the work undertaken;
  - b. An update on all capital projects planned for the four-year financial plan;
  - c. A description of whether the capital projects begun, in progress, or concluded in FY19, FY20, and FY21, to date, had an impact on the operating budget of the agency. If so, please provide an accounting of such impact; and
  - d. A description and the fund balance for any existing allotments.

**Please see attachment labeled Q#10 Capital Projects.**

11. Please provide a list of all budget enhancement requests (including capital improvement needs) for FY20 and FY21, to date. For each, include a description of the need and the amount of funding requested.

**In FY20, the Local funds budget included an increase of \$268,055 across multiple divisions to support career ladder increases for eligible employees. There are no operating budget enhancements for FY21. All capital funding requests for FY20 and FY21 are reflected in the capital summary chart response for question #10.**

12. Please list, in chronological order, each reprogramming in FY20 and FY21, to date, that impacted the agency, including those that moved funds into the agency, out of the agency, or within the agency. Include known, anticipated reprogrammings, as well as the revised, final budget for your agency after the reprogrammings. For each reprogramming, list the date, amount, rationale, and reprogramming number.

FY 2020 REPROGRAMMING LIST						
LOCAL					Starting Budget	\$32,259,712
FISCAL YEAR	FUND	DATE	SOAR DOC #	DESCRIPTION	AMOUNT	
2020	0100	9/30/2020	BJFBR20	Reprogram to FEMS for OT spending pressure/Year-end	(\$297,881)	
2020	0100	8/5/2020	BJSUPPLI	Reprogram for Ciyt-wide Supplemental	(\$1,655,501)	
2020	0100	9/14/2020	BJUCCOLA	Reprogram for FY2020 COLA Adjustment	\$18,251	
					Final Budget	\$30,324,581
SPECIAL PURPOSE REVENUE					Starting Budget	\$19,441,418
FISCAL YEAR	FUND	DATE	SOAR DOC #	DESCRIPTION	AMOUNT	
2020	1630	12/10/2020	BJUCSPR5	Reprogram for additional Fund Balance use	782,000.00	
					Final Budget	\$20,223,418
INTRA-DISTRICTS					Starting Budget	\$984,156
FISCAL YEAR	FUND	DATE	SOAR DOC #	DESCRIPTION	AMOUNT	
2020	7515	9/30/2020	BJUCIDBN	Reprogram from HSEMA for COVID-19 Public Assistance (FEMA)	\$38,967	
2020	9150	9/30/2020	BJUCEP22	Reprogram from EPSF for 4th Qtr	\$13,819	
					Final Budget	\$1,036,942

FY 2021 REPROGRAMMING LIST					
	LOCAL			Starting Budget	\$30,373,139
FISCAL YEAR	FUND	DATE	SOAR DOC #	DESCRIPTION	AMOUNT
				Final Budget	\$30,373,139
	SPRECIAL PURPOSE REVENUE			Starting Budget	\$22,712,437
FISCAL YEAR	FUND	DATE	SOAR DOC #	DESCRIPTION	AMOUNT
				Final Budget	\$22,712,437
	INTRA-DISTRICTS			Starting Budget	\$993,477
FISCAL YEAR	FUND	DATE	SOAR DOC #	DESCRIPTION	AMOUNT
				Final Budget	\$993,477

13. Please list each grant or sub-grant **received by** your agency in FY20 and FY21, to date. List the date, amount, source, purpose of the grant or sub-grant received, and amount expended.
- a. How many FTEs are dependent on grant funding?
  - b. What are the terms of this funding?
  - c. If it is set to expire, what plans, if any, are in place to continue funding the FTEs?

SubAward ID	SubAward Title / Purpose of Grant	Grant Program	Federal Award Identification #	Total Award	Start Date	End Date	FTE?
N / A	911 Grant Program	National Highway Traffic Safety Administration (NHTSA) 911 Grant Program	69N3761930000911DC0	\$833,333.33	8/9/2019	3/31/2022	No
1UCUA0	Radio Cache - District of Columbia (2020)	FY2020 Homeland Security Grant Program Urban Areas Security initiative (UASI)	EMW-2020-SS-00057	\$222,846.00	9/1/2020	5/31/2022	Yes, 1
3UCUA0	Interoperable Communications Planning, Training, and Exercises (2020)	FY2020 Homeland Security Grant Program Urban Areas Security initiative (UASI)	EMW-2020-SS-00057	\$270,000.00	9/1/2020	9/30/2021	Yes, 1

**\*\*OUC has not received any grant awards in FY21 to-date. OUC anticipates receiving determinations on pending grant applications 3<sup>rd</sup> QTR FY21.**

14. Please list each grant or sub-grant **granted by** your agency in FY20 and FY21, to date. List the date, amount, source, and purpose of the grant or sub-grant granted.

**OUC did not grant any funding in FY20 and FY21.**

15. Please list each contract, procurement, and lease entered into or extended and option years exercised by your agency during FY20 and FY21, to date. For each contract, procurement, or lease, please provide the following information, where applicable:
- a. The name of the party;
  - b. The nature of the contract, procurement, or lease, including the end product or service;
  - c. The dollar amount of the contract, procurement, or lease, including amount budgeted and amount actually spent;
  - d. The term of the contract, procurement, or lease;
  - e. Whether it was competitively bid;
  - f. The name of the agency's contract monitor(s) and the results of any monitoring activity; and
  - g. The funding source.

**Please see attachment labeled Q#15 Contracts Procurements and Leases.**

16. Please list and describe all pending and closed lawsuits that name or named the agency as a party in FY20 and FY21, to date, and include an explanation about the issues involved in each case. Identify which cases on the list are lawsuits that potentially expose the District to significant financial liability or could result in a change to agency practices, and describe the current status of the litigation.

**The agency has no pending lawsuits.**

17. Please list all judgments against and settlements executed by the agency or by the District on behalf of the agency, of any amount, in FY20 or FY21, to date, and provide the parties' names, the date on which the judgment was issued or settlement was executed, the amount of the judgment or settlement, and if related to litigation, the case name, docket number, and a brief description of the case. Include non-monetary costs such as backpay and leave restoration. If unrelated to litigation, please describe the underlying issue or reason for the judgment or settlement (e.g. excessive use of force, wrongful termination, sexual harassment). Please also describe any matters which are currently in settlement negotiations or for which a judgment is imminent.

- **Internal Step 3 grievance submitted by NAGE on behalf of employee: Settlement executed April 22, 2020 resulting in a reduction of a seven-workday suspension to a written reprimand and backpay for seven days.**
- **Internal Step 3 grievance submitted by NAGE on behalf of employee: Settlement executed August 28, 2020, reducing a nine-workday suspension to five days. Suspension and back pay for four days.**
- **Internal Step 3 grievance submitted by NAGE on behalf of employee: Settlement executed March 12, 2020, reducing a three-day suspension to a verbal counseling and backpay for three days.**

18. Did the agency use outside counsel in FY20 and FY21, to date? If so, for what matter(s) and in what amount(s)?

**The agency did not use outside counsel in FY20 or FY21.**

19. Please list the administrative complaints or grievances that the agency received in FY20 and FY21, to date, broken down by source. Please describe the process utilized to respond to any complaints and grievances received and any changes to agency policies or procedures that have resulted from complaints or grievances received. For any complaints or grievances that were resolved in FY20 or FY21, to date, describe the resolution.

**Please see response to Question 17. In addition, please see the following:**

**FY20-FY21 To Date**

Source	Description	Result
Union	Internal Grievance - Overtime Policy	Management amended the overtime policy.

Union	Step 3 Grievance – Removal of Probationary Employee	Grievance dismissed.
Union	Step 3 Grievance – Employee Conduct	Grievance dismissed.
Union	Step 3 Grievance – Temperature Check	Grievance dismissed.
Union	Step 3 Grievance – Employee Conduct	Grievance dismissed.
Union	Step 3 Grievance – Employee Conduct	Grievance dismissed.
Union	Step 3 Grievance – Employee Conduct	Grievance dismissed.
Union	Step 3 Grievance – Seniority	Grievance denied as moot.
Union	Class Grievance – Contact Tracing	Management and Union collaborated on a resolution.
Union	Group Grievance – Admin Closing Pay	Grievance dismissed.
Union	Class Grievance – Compensation/Pay Increase	OLRCB responding on behalf of agencies.

Source	Administrative Agency	Result
Current Employee	Office of Human Rights	Agency and employee reached a non-monetary settlement during mediation.
Former Employee	Office of Human Rights	Agency filed a position statement in response to the complaint. The matter is still pending.
Former Employee	Office of Employee Appeals	Agency filed an answer in response to the petition. The matter is still pending.
Former Employee	Office of Employee Appeals	Agency filed an answer in response to the petition. The matter is still pending.

20. Please describe the agency’s procedures for investigating allegations of sexual harassment, sexual misconduct, or discrimination committed by or against agency employees. List and describe any allegations relating to the agency or its employees in FY20 and FY21, to date, and whether and how those allegations were resolved (e.g. a specific disciplinary action, such as re-training, employee transfer, suspension, or termination).
- a. Please also identify whether the agency became aware of any similar matters in FY20 or FY21, to date, through means other than an allegation, and if so, how the matter was resolved (e.g. sexual harassment was reported to the agency, but not by the victim).

**The agency’s procedures for investigating allegations of sexual harassment, sexual misconduct, or discrimination are as follows:**

- **Agency’s Sexual Harassment Officer (SHO) reviews the allegation(s)**
- **SHO immediately notifies Agency’s General Counsel**
- **SHO contacts the Metropolitan Police Department if the complainant alleges a sexual assault**
- **General Counsel notifies the Mayor’s Office of Legal Counsel (MOLC) within three days**
- **SHO determines whether complainant or alleged harasser needs to be reassigned or placed on administrative leave pending the outcome of the investigation**
- **SHO investigates the allegation(s)**

- **SHO consults with General Counsel for legal guidance and notifies General Counsel of issues that may require higher-level support**
- **SHO concludes investigation within 60 days after an allegation is reported and produces a SHO investigation report outlining evidence and outcome of investigation. The SHO delivers the report to the Agency Director and General Counsel**
- **Agency Director reviews the report and determines if further investigation is needed**
- **Agency Director issues to the complainant, alleged harasser, and the General Counsel, the Notice of Findings and Conclusions based on the SHO investigation**
- **General Counsel provides copy of the Notice to the MOLC**
- **Agency's Administrative Officer coordinates disciplinary action and/or training, as appropriate**

**There were no allegations in FY20 or FY21 to date, and the agency was not made aware of any similar matters through means other than an allegation by a complainant.**

21. Please provide the Committee with a list of the total workers' compensation payments paid by the agency or on the agency's behalf in FY20 and FY21, to date, including the number of employees who received workers' compensation payments, in what amounts, and for what reasons.

<b>Causes for FY 2020 &amp; FY 2021 by Frequency and Severity</b>	<b>Claims</b>	<b>Total Paid</b>
Other, Miscellaneous NOC	2	\$0.00
Fall, Slip, or Trip - Ice or Snow	1	\$1,170.84
Fall, Slip, or Trip - Different Level	1	\$0.00
Struck or Injured By - Falling or Flying Object	1	\$0.00
<b>Grand Total</b>	<b>5</b>	<b>\$1,170.84</b>

22. Please list and describe any ongoing investigations, audits, or reports on the agency or any employee of the agency, or any investigations, studies, audits, or reports on the agency or any employee of the agency that were completed during FY20 and FY21, to date.

**On March 29, 2021, Federal Engineering initiated an audit to evaluate the effectiveness of the OUC's 9-1-1 Operations Division against national standards by reviewing 9-1-1 call history, evaluating culture and training, reviewing technological capabilities and reviewing OUC's internal investigations of past incidents. This audit is ongoing.**

23. Please describe any spending pressures the agency experienced in FY20 and any anticipated spending pressures for the remainder of FY21. Include a description of the pressure and the estimated amount. If the spending pressure was in FY20, describe how it was resolved, and if the spending pressure is in FY21, describe any proposed solutions.

**The OUC did not have any spending pressures in FY20 and does not anticipate any spending pressures for the remainder of FY21.**

24. Please provide a copy of the agency's FY20 performance plan. Please explain which performance plan objectives were completed in FY20 and whether they were completed on time and within budget. If they were not, please providing an explanation.

**Please see attachments labeled Q#24 OUC FY20 Performance Plan and Q#24 OUC FY20 PAR.**

25. Please provide a copy of your agency's FY21 performance plan as submitted to the Office of the City Administrator.

**Please see attachment labeled Q#25 OUC FY21 Performance Plan.**

26. Please describe any regulations promulgated by the agency in FY20 or FY21, to date, and the status of each.

**The agency has not promulgated any regulations.**

27. Please provide the number of FOIA requests for FY20 and FY21, to date, that were submitted to your agency. Include the number granted, partially granted, denied, and pending. In addition, please provide the average response time, the estimated number of FTEs required to process requests, the estimated number of hours spent responding to these requests, and the cost of compliance.

FISCAL YEAR		2020
SUBMITTED FOIA REQUESTS		271
GRANTED IN FULL		44
PARTIALLY GRANTED		106
DENIED		121
PENDING		0
<b>AVERAGE RESPONSE TIME</b>		
AVERAGE # OF FTE REQUIRED TO PROCESS REQUESTS		5.6 days
ESTIMATED # OF HOURS SPENT RESPONDING		1
COST OF COMPLIANCE		813 hours
<b>FISCAL YEAR</b>		
		2021
SUBMITTED FOIA REQUESTS		182
GRANTED IN FULL		34
PARTIALLY GRANTED		52
DENIED		66
PENDING		30
<b>AVERAGE RESPONSE TIME</b>		
AVERAGE # OF FTE REQUIRED TO PROCESS REQUESTS		15.6 days
ESTIMATED # OF HOURS SPENT RESPONDING		1
COST OF COMPLIANCE		910

28. Please provide a list of all studies, research papers, reports, and analyses that the agency prepared or for which the agency contracted during FY20 and FY21, to date. Please state the status and

purpose of each. Please submit a hard copy to the Committee if the study, research paper, report, or analysis is complete.

**None**

29. Please list in descending order the top 25 overtime earners in your agency in FY20 and FY21, to date, if applicable. For each, state the employee's name, position number, position title, program, activity, salary, fringe, and the aggregate amount of overtime pay earned. Please describe the process the agency uses to determine which employees are granted overtime.

<i><b>FY 2020 Top 25 Overtime Earners</b></i>									
<b>Agency Code</b>	<b>Fiscal Year</b>	<b>Program Number</b>	<b>Activity Number</b>	<b>Last Name</b>	<b>First Name</b>	<b>Position Number</b>	<b>Salary</b>	<b>Fringe</b>	<b>Overtime Pay</b>
UCO	2020	2000	2020	<b>Tasker</b>	Teresa	00018439	88,734.00	25,910.33	82,393.20
UCO	2020	2000	2020	<b>Brown</b>	Sharane	0001817	88,734.00	25,910.33	70,988.49
UCO	2020	1000	1087	<b>Hernandez</b>	Nury	00015077	86,463.00	25,247.20	70,303.81
UCO	2020	2000	2020	<b>Adams</b>	Charmisa	00014944	86,463.00	25,247.20	68,769.35
UCO	2020	1000	1087	<b>Abrha</b>	Nebeyeluel	00023512	79,650.00	23,257.80	61,883.71
UCO	2020	2000	2020	<b>Williams</b>	Tracey	00019135	86,463.00	25,247.20	57,846.16
UCO	2020	2000	2020	<b>Ross</b>	Danielle	00011543	88,734.00	25,910.33	50,336.37
UCO	2020	2000	2010	<b>Vance</b>	Jettia	00032031	57,892.00	16,904.46	47,161.24
UCO	2020	1000	1087	<b>Velasco</b>	Ana	00007934	86,463.00	25,247.20	47,083.48
UCO	2020	1000	1087	<b>Serpas</b>	Dominga	00019348	88,734.00	25,910.33	46,656.77
UCO	2020	1000	1087	<b>Tobar</b>	Wilson	00022338	77,379.00	22,594.67	44,443.26
UCO	2020	2000	2010	<b>Walker</b>	Anthony	00088529	56,184.00	16,405.73	41,949.38
UCO	2020	1000	1087	<b>Akinsola</b>	Aladegoke	00019453	69,848.00	20,395.62	40,364.53
UCO	2020	1000	1087	<b>Williams</b>	Michelle	00032025	88,734.00	25,910.33	39,620.57
UCO	2020	2000	2020	<b>Green</b>	Nicole	00022980	86,463.00	25,247.20	39,456.94
UCO	2020	1000	1087	<b>Higgs</b>	Raquel	00014040	86,463.00	25,247.20	36,788.19
UCO	2020	2000	2020	<b>Scott</b>	Deonica	00088614	77,379.00	22,594.67	35,216.64
UCO	2020	2000	2010	<b>Sharpe</b>	Robynn	00023671	57,892.00	16,904.46	34,039.60
UCO	2020	2000	2020	<b>Oliver</b>	Alice	00088612	79,650.00	23,257.80	33,196.66
UCO	2020	2000	2020	<b>Ramsey</b>	Christa	00017203	86,463.00	25,247.20	32,630.43
UCO	2020	2000	2020	<b>Freeman</b>	Tyneeka	00021987	77,379.00	22,594.67	31,236.21
UCO	2020	2000	2010	<b>Hall</b>	Frances	00031980	68,140.00	19,896.88	30,568.84
UCO	2020	2000	2020	<b>Johnson</b>	Victoria	00023028	86,463.00	25,247.20	30,509.45
UCO	2020	2000	2020	<b>Sanford</b>	Virginia	00012153	86,463.00	25,247.20	28,750.03
UCO	2020	2000	2020	<b>Geter</b>	Yolanda	00015061	79,650.00	23,257.80	27,328.01

**FY 2021 Top 25 Overtime Earners**

Agency Code	Fiscal Year	Program Number	Activity Number	Last Name	First Name	Position Number	Salary	Fringe	Overtime Pay
UCO	2021	1000	1087	Abrha	Nebeyeluel	00031615	79,650.00	23,257.80	39,461.21
UCO	2021	2000	2020	Tasker	Teresa	00018583	88,734.00	25,910.33	36,922.73
UCO	2021	2000	2020	Adams	Charmisa	00015095	86,463.00	25,247.20	33,358.92
UCO	2021	1000	1087	Tobar	Wilson	00031633	79,650.00	23,257.80	31,843.14
UCO	2021	2000	2020	Brown	Sharane	00018257	88,734.00	25,910.33	30,075.71
UCO	2021	2000	2020	Ross	Danielle	00011648	88,734.00	25,910.33	28,795.89
UCO	2021	1000	1087	Hernandez	Nury	00015226	86,463.00	25,247.20	28,391.46
UCO	2021	2000	2010	Walker	Anthony	00091847	57,892.00	16,904.46	28,291.93
UCO	2021	1000	1087	Velasco	Ana	00008033	88,734.00	25,910.33	27,496.75
UCO	2021	2000	2020	Sharpe	Robynn	00099626	64,208.00	18,748.74	26,207.98
UCO	2021	1000	1087	Higgs	Raquel	00014160	86,463.00	25,247.20	24,567.13
UCO	2021	2000	2020	Williams	Tracey	00019287	88,734.00	25,910.33	23,666.50
UCO	2021	1000	1087	Akinsola	Aladegoke	00019621	69,848.00	20,395.62	23,657.65
UCO	2021	2000	2020	Oliver	Alice	00027290	79,650.00	23,257.80	22,631.32
UCO	2021	2000	2010	Vance	Jettia	00099632	57,892.00	16,904.46	22,168.74
UCO	2021	2000	2020	Ramsey	Christa	00017326	86,463.00	25,247.20	19,703.59
UCO	2021	1000	1087	Serpas	Dominga	00019509	88,734.00	25,910.33	16,253.68
UCO	2021	2000	2010	Hall	Frances	00028787	69,848.00	20,395.62	16,211.97
UCO	2021	2000	2020	Scott	Deonica	00030304	77,379.00	22,594.67	15,178.19
UCO	2021	2000	2020	Freeman	Tyneeka	00019510	79,650.00	23,257.80	14,501.89
UCO	2021	1000	1087	Williams	Michelle	00004028	88,734.00	25,910.33	13,992.67
UCO	2021	2000	2020	Brown	Crystal	00023341	88,734.00	25,910.33	13,322.43
UCO	2021	2000	2010	McGrier	Perrika	00093271	52,269.00	15,262.55	12,627.49
UCO	2021	2000	2010	White	Ossie	00039147	52,269.00	15,262.55	11,966.22
UCO	2021	2000	2020	Darby	Alita	00026095	79,650.00	23,257.80	11,870.91

30. For FY20 and FY21, to date, please provide a list of employee bonuses or special pay granted that identifies the employee receiving the bonus or special pay, the amount received, and the reason for the bonus or special pay.

**FY20 – None**

**FY21 - None**

31. For FY20 and FY21, to date, please list each employee separated from the agency with separation pay. State the amount and number of weeks of pay. Also, for each, state the reason for the separation.

**FY20 – None**

**FY21 – None**

32. Please provide the name of each employee who was or is on administrative leave in FY20 and FY21, to date. In addition, for each employee identified, please provide: (1) their position; (2) a brief description of the reason they were placed on leave; (3) the dates they were/are on administrative leave; (4) whether the leave was/is paid or unpaid; and (5) their current status.

**FY20**

Name	Position	Beginning Period	Ending Period	Pay Status	Description	Current Status
Julius Kee	Telecomm Equipment Operator	2/14/2020	4/11/2020	Paid	Proposed Separation, Pending Final Decision	Termination
Stephen Matthews	Sup Electronics Engineer	2/18/2020	2/28/2020	Paid	Proposed Separation, Pending Final Decision	Termination
Beatriz Ortega	Program Analyst	5/12/2020	7/3/2020	Paid	Proposed Separation, Pending Final Decision	Termination

**FY21**

Name	Position	Beginning Period	Ending Period	Pay Status	Description	Current Status
Jatondra Fair	Dispatcher	1/2/2020	1/28/2021	Paid	Proposed Separation, Pending Final Decision	5 day suspension
Tonia Saunders	Telecommunications Equipment Operator	1/7/2021	3/4/2021	Paid	Proposed Separation, Pending Final Decision	5 day suspension
Amber Fergusson	Telecommunications Equipment Operator	12/15/2020	1/21/2021	Paid	Proposed Separation, Pending Final Decision	Termination
Shavon Simmons	Telecommunications Equipment Operator	12/4/2020	3/14/2021	Paid	Proposed Separation, Pending Final Decision	Termination

33. Please provide each collective bargaining agreement that is currently in effect for agency employees. Include the bargaining unit and the duration of each agreement. Note if the agency is currently in bargaining and its anticipated completion.

**Please see attachment labeled Q#33 NAGE Collective Bargaining Agreement.**

- a. Bargaining unit: The National Association of Government Employees (NAGE) includes all employees of the Office of Unified Communications, excluding all management officials, supervisors, confidential employees, and employees engaged in personnel work in other than a purely clerical capacity, and employees engaged in administering the provisions of Title XVII of the District of Columbia Comprehensive Merit Personnel Act of 1978, D.C. Law 2-1139.
  - b. Agreement duration: The agreement was extended by MOU until September 30, 2020 and provides that if either party desired to reopen the agreement, it was required to do so during the month of June 2020, and further provides that the agreement would roll over for an additional two years. Because notice was not provided in June 2020, the agreement remains in effect until September 2022.
34. If there are any boards, commissions, or task forces associated with your agency, please provide a chart listing the names, number of years served, agency affiliation, and attendance of each member. Include any vacancies. Please also attach agendas and minutes of each board, commission, or task force meeting in FY20 or FY21, to date, if minutes were prepared. Please inform the Committee if the board, commission, or task force did not convene during any month.

**There are no boards, commissions or taskforces associated with the agency.**

35. Please list all reports or reporting currently required of the agency in the District of Columbia Code or Municipal Regulations. Provide a description of whether the agency is in compliance with these requirements, and if not, why not (e.g. the purpose behind the requirement is moot, etc.).

**There are no reports or reporting currently required of the agency in the District of Columbia Code or Municipal Regulations.**

36. Please provide a list of any additional training or continuing education opportunities made available to agency employees. For each additional training or continuing education program, please provide the subject of the training, the names of the trainers, and the number of agency employees that were trained.

Title	Instructors	Count of Attendees
A Helping Hand: Peer Support in Your Communications Center	Denise Amber Lee Foundation	12
Active Assailant	Public Safety Group	9
Addressing for NG9-1-1	National Emergency Number Association (Nena)	6
Advanced Fire and EMS Dispatching	National Emergency Number Association (Nena)	7
Advanced Police Dispatching	National Emergency Number Association (Nena)	27
Best Practices of a Successful CTO: Training the Adult Learner	Denise Amber Lee Foundation	49
Communications Training Officer	Association of Public-Safety Communications Officials (APCO)	7
Contact Center Customer Service	OUC	5
Crisis Communications	Kim Turner, LLC	5
Critical Incidents Total Disaster Response	Public Safety Group	7
Critical Proctor Training	OUC	16
Customer Service in 911	Public Safety Group	9
DCFEMS Battalion Chief Training	OUC	15
Disaster Operations and the Communications Center	Association of Public-Safety Communications Officials (APCO)	4
Disaster Planning in the PSAP	National Emergency Number Association (Nena)	9
Dispatcher's Role in Critical Incidents	Kim Turner, LLC	6
DMV Non-Ticket Refresher	OUC	20
DMV Non-Ticket Training (New)	OUC	15
DMV Ticket Training (New)	OUC	4
DMV Ticket Training (Refresher)	OUC	16
Domestic Violence Calls 1-hour Training	OUC	39
Effective Supervision: How to Get the Most Out of Your People	The Healthy Dispatcher	8
Emergency Management Assistance Compact	Lafayette Group	6
EMSONline Telecommunicator CPR 2015	EMSONLINE	72

<b>Title</b>	<b>Instructors</b>	<b>Count of Attendees</b>
EMSONline Telephone CPR	EMSONLINE	18
Enhanced Caller Management	National Emergency Number Association (Nena)	65
FEMS Dispatcher Channel 01 Training	OUC	13
Fire and EMS Dispatcher to-do Refresher	OUC	9
Fire Dispatcher Refresher Course	OUC	30
Fire Instructor I	OUC	8
First Responders Round Table	Public Safety Group	2
Geography Snapshot Assessment 2020	OUC	194
Geography Updates Map Roll July 2020	OUC	45
Hexagon CAD 9.4 Train the Trainer	Hexagon	9
Hexagon CAD Essentials	Hexagon	80
Hostage Negotiation for Telecommunicators	Public Safety Group	37
How to be an Upstander in the Face of Racism	Shift HR Compliance	32
Human Trafficking Preparedness for the 911 Professional	Denise Amber Lee Foundation	1
ICC-Refresher Training	OUC	32
Interoperability and Mutual Aid Awareness for Dispatch	Lafayette Group	22
Lessons Learned: Denise Amber Lee Story	Public Safety Group	1
Location, Location, Location	OUC	139
Mental Health and Peer Support Symposium	Arlington	14
Microsoft Excel	Softek	6
Microsoft Office 365 & Teams	Softek	11
Microsoft Outlook	Softek	11
Microsoft PowerPoint	Softek	12
Microsoft Word	Softek	6
MPD Call Sign Changes Training	OUC	18
NICE Inform Training	OUC	8
Nurse Triage Line Essentials for 911	OUC	79
Nurse Triage Line Training for 9-1-1 Supervisors	OUC	10
Operations Exercises for Fire and EMS Dispatchers	OUC	24
OUC Center Supervisor	OUC	25
OUC CTO Course	OUC	6
OUC Geography Training Guide 2020	OUC	194
Paramedic Pilot Program	OUC	129
Positive Interaction with Difficult People	The Healthy Dispatcher	18
Public Safety Net DC	OUC	156

Title	Instructors	Count of Attendees
Public Safety Telecommunicator I	Association of Public-Safety Communications Officials (APCO)	3
Quality Assurance in the PSAP	National Emergency Number Association (Nena)	12
RAVE Academy Learning Path 2020	Rave	10
SOP Development: Refining & Enhancing Your 911 Center	National Emergency Number Association (Nena)	6
Sovereign Citizen Extremists	Kim Turner, LLC	8
Surge Capacity Training for 911 Call Taking	OUC	7
Surge Capacity Training for Fire Dispatching	OUC	8
Surge Capacity Training for Police Dispatching	OUC	12
Tactical Dispatcher	National Emergency Number Association (Nena)	3
Telecommunicator Crisis Intervention	Public Safety Group	25
Telephone CPR for Telecommunicators	OUC	9
Terrorism and the Telecommunicator	Public Safety Group	32
The Basics of Contact Tracing	DCHR	267
The Basics of Coronavirus	DCHR	274
The Power of Resilience: How to Beat Dispatcher Stress	The Healthy Dispatcher	17
TTY/TDD Training	Public Safety Group	5

37. Please describe any initiatives that the agency implemented in FY20 or FY21, to date, to improve the internal operations of the agency or the interaction of the agency with outside parties. Please describe the results, or expected results, of each initiative.

**The agency continues its participation in a 311 Working Group which was established by the Executive Office of the Mayor to help address mutual concerns about the provision of services across all agencies whose services can be requested through 311 platforms.**

**The agency also continues to co-host OUC/MPD task force meetings with the primary goal of identifying ways to improve communication, emergency operations, and responses to emergencies, in alignment with its KPIs.**

**The agency continues to co-host OUC/FEMS taskforce meetings to help maintain an open dialogue about shared concerns and programming overlap, with the ultimate goal of collaboratively improving emergency responses.**

**In FY20, the OUC, in partnership with HSEMA and FEMS established the Interoperability Communications Cache (ICC) Working Group to better coordinate equipment and resources needed to respond to planned and unplanned events in the District that require the deployment of radio cache equipment. In FY21, the partner agencies were expanded to include MPD and OCTO and the cache equipment has also been expanded to meet greater communication and technological needs in the field. The ICC is also working closely with**

**the National Capital Region Communications Interoperability Group (NCRCIG) as regional partners with Montgomery and Fairfax Counties.**

38. What are the agency's top five priorities? Please explain how the agency expects to address these priorities in the remainder of FY21. How did the agency address its top priorities listed for this question last year?

**In FY21, the agency's top five priorities are as follows:**

- 1) Improving 911 Operations Performance:** *For the remainder of FY21, the agency will undertake efforts to ensure that 911 Operations operates as efficiently and effectively as possible, and that all of our employees are appropriately supported in the workplace. This effort will include providing both enhanced and remedial training opportunities, as well as enhanced support for their overall mental and physical wellbeing, safety, and health at all OUC worksites. Some specific ways that this will be achieved for the remainder of FY21 is coordination with DGS to establish a regularly scheduled deep cleaning regiment at all worksites, continued deployment of some teleworking staff to maintain social distancing, and the development of an agency crisis intervention and peer support team.*
- 2) Fortifying Relationships within the Public Safety Cluster:** *For the remainder of FY21, the agency will continue to proactively seek to strengthen its partnerships with public safety cluster agencies to help improve caller outcomes across the continuum and in every aspect of the city's public safety programs. In particular, the agency will seek to engage more heavily with Homeland Security & Emergency Management Agency (HSEMA), but also in innovative ways with both MPD and FEMS.*
- 3) 311 Portfolio Expansion:** *For the remainder of FY21, the agency will continue its partnership with the Department of General Services (DGS) to explore ways to incorporate additional service request types. A new partnership currently taking shape is with DC Water and HSEMA to explore the addition of a "flooding" service request type. The agency will also explore new partnerships with agencies and programs as recommended by the City Administrator's 311 Working Group.*
- 4) Increased Usage of 311 in Targeted Neighborhoods:** *For the remainder of FY21, the agency will continue its support of citywide initiatives that seek to encourage all District residents to improve their communities by requesting basic city services through 311 platforms. In addition, the agency will analyze 311 service request data to identify trends around the use of 311 in Wards 7 and 8 and then use that data to target residents there to help remove barriers and empower them to partner with the OUC to engage with the government to request basic city services. A goal of these efforts is to support blight and crime reduction in target areas as identified by MPD and in keeping with the Building Blocks DC initiative. In addition, OUC will seek to enhance its community engagement and strengthen its community partnerships by using virtual platforms to host open houses, information sessions, and other events. A key component of this effort is coordination with ANCs and other community leaders and workgroups to help focus outreach efforts.*
- 5) 4D Tower Demolition and Replacement:** *For the remainder of FY21, the agency will continue on its phase approach to erecting a new 500 Ft. tower on the current 4D Tower*

*grounds. The new tower will meet industry standards and code regulations and will have a significantly smaller footprint than the current tower.*

The agency's top five priorities in FY20 were addressed as follows:

**1) Qualified and Engaged Staff:** Utilize District resources to attract and hire the most qualified personnel, while engaging current employees in ways that create excitement about contributing to the OUC team.

*In FY20, the agency onboarded and promoted employees across all divisions. Some key moves include the support of career path transitions for 911 Operations employees to supervisory positions within the division and movement to our training and quality assurance programs. Within 311 Operations, several tenured employees were promoted to supervisory positions. Another key position filled in FY20 was for our Chief of Special Operations and Investigations.*

**2) Customer Service and Citizen Engagement:** Empower employees to take pride in providing great customer service while engaging with others, which will impact citizens' comfort and familiarity when accessing 311/911 services.

*In FY20, among other efforts to improve engagement, the agency successfully shifted its programs to virtual platforms including the enhanced use of its social media platforms. In fact, in the past year, the agency has gained over 1000 new followers.*

**3) Strong Partnerships:** Maintain strong partnerships with other District agencies and industry leaders that support the mission of the Office of Unified Communications.

*In FY20, the agency worked closely with MPD and FEMS to strengthen its partnerships. This work has resulted in improved experiences for city residents. Some of these successes include efforts to coordinate with MPD to preserve the 911 line for true emergencies by offloading non-critical calls and reintroducing 311 as an avenue to request non-emergency police services. In partnership with FEMS the agency redoubled its efforts to identify calls that could be best served through the Nurse Triage Line among several other high-profile pursuits.*

**4) Continuous Training:** Ensure that employees and partnering agencies have training opportunities that will increase job knowledge and improve the quality of performance.

*Through a continuous quality improvement process, the agency looks for performance gaps to identify areas where additional training and education is needed. In FY20, the agency identified the need for enhanced geography training. Accordingly, the geography curriculum was increased from 16 hours to 160. In addition, the agency recognized that its middle managers could benefit from both mentorship and specialized management training opportunities. To this end, the agency introduced a formal executive mentorship program as well as a management training cohort program to help equip participants with enhanced supervisory skills.*

**5) Balanced Technology:** Ensure that appropriate infrastructure and resources are available to balance the operational and technical responsibilities of the Office of Unified Communications

*In FY20, the agency introduced several solutions that support operations in achieving the agency's overarching mission to provide efficient and effective services. A few of these*

*solutions include RapidSOS, 311 Salesforce Capsule, and SeeWave Interference Locating System.*

39. Please list each new program implemented by the agency during FY20 and FY21, to date. For each initiative, please provide:
- A description of the initiative;
  - The funding required to implement the initiative; and
  - Any documented results of the initiative.

**In FY20, the OUC, as did most other agencies, implemented a hybrid telework initiative to respond to the global COVID-19 pandemic. Prior to March 2020, there was not an established telework program within the agency. Since then, all OUC staff within the 911 Operations have been on a full-time or hybrid telework schedule.**

**In implementing this telework initiative, we were able to successfully deploy administrative personnel, 311 Customer Service Representatives, Transcription staff and our 911 Telephone Reporting Unit representatives for remote work. This effort required the procurement of 144 laptops, 75 MiFi devices, 146 hot spot enabled phones and accessories. A detailed list is below. Please note that the cost of the equipment did not come from the agencies operating budget. The total cost for deployment was \$484,979. The agency continues to work in a hybrid telework environment with no service impact to the public.**

<b>Date Approved</b>	<b>Item</b>	<b>Description</b>	<b>Cost</b>	<b>Funding Source</b>
4-Jun	<b>MiFi Devices</b>	71 MiFi devices for 311 telework	\$13,016	WebEOC
4-Jun	<b>Telework Accessory Kits</b>	70 headset adapters, 76 wireless mice, and 78 laptop cases.	\$9,355	WebEOC
27-Apr	<b>MDC Installer</b>	Installer for Mobile Data Computers (MDC) in support of DC FEMS COVID-19 fleet expansion.	\$10,000	WebEOC
15-Apr	<b>Headset &amp; Adapter</b>	Headset and adapter for Director's telework	\$74	WebEOC
12-Apr	<b>Mobile devices, VPN access, and Mifis</b>	RTS for mobile devices, VPN access, and MiFi / WIFI hotspots to support agency telework.	\$14,868	WebEOC
7-Apr	<b>Power9-1-1 Accessory kits</b>	Accessory kits that support remote VPN Power9-1-1 laptop call taking workstations.	\$17,063	WebEOC
31-Mar	<b>Power9-1-1 Licenses</b>	Power9-1-1 licenses that support remote 9-1-1 call taking.	\$77,893	WebEOC
14-Mar	<b>Mayday Heater Meals</b>	Heater meals for 911 / 311 personnel unable to leave their post.	\$1,649	WebEOC

Date Approved	Item	Description	Cost	Funding Source
20-Apr	Headsets / Adapters - Radio Consoles	Headsets and adapters for FEMS / MPD Dispatchers via portable radio console.	\$34,384	WebEOC
20-Apr	WAVE Audio Accessory Kits	10 audio accessory kits for dispatchers via WAVE radio.	\$14,157	WebEOC
14-Apr	Laptop Accessory Kits	Wireless Mouse, earphones, and laptop cases for telework	\$2,065	WebEOC
20-Mar	UCC THOR Shoreline	Installation of a power shoreline station for the OUC's Tactical Homeland Operational Vehicle (THOR) at the UCC.	\$129,250	WebEOC
6-Apr	Headset & Adapters	Audio equipment (Plantronics blackwire adapters and Motorola dispatcher audio kits) to support expansion of telework.	\$105,251	WebEOC
11-Jun	Avaya Agent for Desktop Software	Avaya Agent for Desktop Software for 311 Telework Operations	\$45,078	WebEOC
1-Jun	Fiber-Optic Cable Installation	THOR Fiber-Optic Cable Installation by OCTO DCNet	\$2,379	WebEOC
3-Apr	MDC Batteries	Getac F110 Batteries	\$8,500	WebEOC
<b>TOTAL</b>			<b>\$484,979</b>	

40. How does the agency measure programmatic success? Please discuss any changes to outcomes measurement in FY20 and FY21, to date.

**The agency develops its yearly performance plans around its KPIs, which gauge successes by division. When possible, these key performance indicators are based on national standards and best practices. There were no changes to the outcome measurements in FY20 or FY21, to date.**

41. What are the top metrics and KPIs regularly used by the agency to evaluate its operations? Please be specific about which data points are monitored by the agency and their source (*i.e.* NENA or NFPA Standard X).

**The Office of Unified Communications (OUC) follows public safety communications industry best practices and models its key performance indicators after 911 industry organizations that have been established to provide guidance to PSAPs and public safety communications officials. These organizations include the National Emergency Number Association (NENA) and the Association of Public Safety Communications Officials (APCO).**

**Currently, the only published standard recommended within the 911 industry, which the OUC follows, is related to the speed of answer. The OUC's speed of answer KPI is based on the National Emergency Number Association (NENA) Call Answering Standard/Model Recommendation NENA 56-005.1, June 10, 2006, Revised 8/31/2017. This standard is as follows:**

***90% of all 9-1-1 calls arriving at the Public Safety Answering Point (PSAP) shall be answered within ten (10) seconds during the busy hour (the hour each day with the greatest***

*call volume, as defined in the NENA Master Glossary). Ninety-five (95%) of all 9-1-1 calls should be answered within twenty (20) seconds.*

Below is a list of the top metrics and KPIs used to evaluate OUC's operations.

### **911 Ops**

- **Percent of calls answered within 10 seconds**
- **Percent of Priority 1 calls in which call to queue is 90 seconds or less; and**
- **Percent of Priority 1 calls in which queue to dispatch is 60 seconds or less**
- **Percent of QA/QI 911 call reviews that receive a rating of 80% or better.**

### **311 Ops**

- **Percent of calls answered by a live agent within 90 seconds**
- **Percent of calls handled by a live agent within 4 minutes**

42. Please identify whether, and if so, in what way, the agency engaged The Lab @ DC in FY20 or FY21, to date.

**In FY20, along with FEMS, the agency participated in an evaluation of the nurse triage line to identify areas of opportunity for improved care.**

**In addition, the agency participated in a workshop reimagining the role of police in public safety, that brought together impacted community members, advocates, researchers, practitioners, as well as public safety cluster agencies including the Office of the Deputy Mayor for Public Safety and Justice, MPD and the Office of Neighborhood Safety and Engagement.**

43. Please list the task forces and organizations of which the agency is a member.

**The OUC participates on the OUC/MPD Task Force and the OUC/FEMS Task Force. Both work groups are aimed at using collaborative methods to address concerns that impact both agencies and to coordinate efforts to provide the most efficient response to emergency incidents.**

**In FY20, related to 311 Operations, the agency worked to strengthen its relationships with the agencies that provide services requested through 311 platforms. Accordingly, the OUC continued regular participation in two task forces (311 Working Group/311 Deep Dives) comprised of management level representatives from each agency and representatives from the Executive Office of the Mayor to address mutual concerns about the provision of core services.**

**The OUC is a member of the following organizations:**

**APCO (Association of Public Safety Communications Officials)**

**NENA (National Emergency Number Association)  
NASNA (National Association of State 911 Administrators)  
Council of Governments (COG) 911 Directors Committee  
Council of Governments (COG) Regional Interoperability Working Group  
Council of Governments (COG) Public Safety Communications Working Group  
Council of Governments (COG) Radio Managers Committee  
ENGAGE311**

44. Please explain the impact on your agency of any federal legislation passed during FY20 and FY21, to date, which significantly affected agency operations.

**There has been no legislation passed at the federal level during FY20 and FY21, to date, that significantly affects agency operations.**

45. Please describe any steps the agency took in FY20 and FY21, to date, to improve the transparency of agency operations, including any website upgrades or major revisions.

**In FY20, opportunities to participate in community engagement events were limited due to the public health emergency. However, the agency did take part in several virtual ANC, CAC, PSA, and Neighborhood Association meetings, leveraging these events as opportunities to discuss the agency's performance and new initiatives. The agency also coordinated with MPD for Cellphone Sally appearances during their Officer Friendly programming.**

**Lastly, the agency leveraged its social media platforms to continue engagement with the community, to publicize PSAs and to share other information of great public interest. Notably, the agency hosted a virtual town hall meeting for ANCs and community members in Ward 7 and 8 in early FY21. Another such event is in the planning stages and tentatively scheduled for early May. Other notable activities undertaken so far in FY21 include the initiation of parallel campaigns to both enhance community engagement with the 311 system and recognize 311 for its agility in serving the diverse needs of users. Specifically, the agency collaborated with ONSE to provide virtual 311 user training for its neighborhood outreach contractors on March 11, 2021. In addition, the agency kicked off a contest in which ANCs were recognized for their ability to bring the most new users to 311 platforms during the period of March 1-March 10, 2021.**

46. Please identify all electronic databases maintained by your agency, including the following:
- a. A detailed description of the information tracked within each system;
  - b. The age of the system and any discussion of substantial upgrades that have been made or are planned to the system; and
  - c. Whether the public can be granted access to all or part of each system.

<b>Database Type</b>	<b>Database</b>	<b>Purpose</b>	<b>Database Age</b>	<b>Planned or Completed Replacement</b>
911 Telephony	AVAYA IQ/CMS	The Avaya IQ/CMS database contains performance statistics for the system. The public does not have access to this database; only select OUC personnel and contractors have access to this data. The Call Management System (CMS) database displays call statistics.	1 YR – Monthly Stats  30 DYS – Interval Stats (i.e. 30-min, hourly, daily)	FY21 – On-going
911 Telephony	ECaTS	This database contains 911 call detail records and 911 carrier trunk utilization call statistics. The public does not have access to this database.	10 YRS – indefinite retention	FY21 – On-going
911 Telephony	PSN	This database contains call records and 911 wireless call statistics and analytics. The public does not have access to this database.	7 YRS	On-going
911 Telephony	West Clear Stat	This database contains advanced browser-based reporting and dataanalysis solutions for retrieving and gathering VIPER 9-1-1 call center operation data.	5 YRS – indefinite retention	FY21 – On-going
911 Telephony	NICE 911 Audio and Screen Capture Recording	911 screen capture data is only available for 30-days; 911 audio has a three-year retention schedule. The public only has access to this data upon the submission of a FOIA request.	3 YRS	FY21 – On-going
311 Telephony	NICE 311 Audio and Screen Capture Recording	311 screen capture data is only available for 30-days; 311 audio has a 90-day retention schedule. The public only has access to this data upon the submission of a FOIA request.	90 DAYS	FY21 – On-going
311 Telephony	Salesforce 311 Customer Relations Management (CRM)	This database contains 311 service requests and other data. The public does have access to most of the data in this database. This database also contains 311 Open/Close service request types. This data is available to the public via DC Open data.	5 YRS	FY 21 – On-going

IT	IT Trouble Ticket Systems (RemedyForce)	This database contains IT trouble tickets and an inventory of IT assets. The public does not have access to this database.	7 YRS	N/A – Managed by OCTO
IT	Asset Management (RemedyForce CMBD)	This database contains IT trouble tickets and an inventory of IT assets. The public does not have access to this database.	7 YRS	N/A – Managed by OCTO
CAD	CAD Database	Computer Aided Dispatch (CAD) data is stored in the CAD database. Because this data often contains Personally Identifiable Information, the OUC only provides the public with access upon submission of a FOIA request.	12 YRS	FY21 – On-going
Radio	Radio System Database	The OUC has multiple radio databases that include RF sites, dispatch consoles, radios/talk group information, and radio GPS. The public does not have access to this database.	11 YRS for Infrastructure 3 YRS for Radio GPS and NICE	FY21 – On-going
IT	QuickBase	Agency internal operational tracking application for MOUs, purchase requisitions, union time management, carrier telephony details, and IT project tracker. The public does not have access to this database.	12 YRS	N/A – Managed by OCTO
IT	NetMotion Mobile IQ	This database system allows for detailed data usage tracking for all MPD and FEMS mobile data users. This database allows OUC to track data overages, network issues and trends. The public does not have access to this database.	2 YRS	FY21- On-going
IT	Mobile Router Tracking Database	This database system allows for detailed geographic tracking for all MPD and FEMS vehicles. This database allows MPD and FEMS to pull information about the whereabouts of each vehicle. The public does not have access to this database.	1 YR	FY21- On-going

47. Please provide a detailed description of any new technology acquired in FY20 and FY21, to date, including the cost, where it is used, and what it does. Please explain if there have there been any issues with implementation.

**RapidSOS was implemented in FY20. RapidSOS is a NG911 clearinghouse that houses emergency response data to access details for LifeAlert, Enhanced Location Services from Apple and Android devices, and deliver information from alarm companies among other data transfer capabilities. RapidSOS was integrated at no cost to the District, as the vendor does not charge PSAPs for this service.**

**Capsule (Salesforce) is a web-based and user-friendly 311 customer relationship management (CRM) application that utilizes best in class next-generation, cloud-based platform to provide the OUC with the ability to manage all city service requests. The DC311 CRM Solution is built on a reliable infrastructure that will provide enhanced experience for the end-user, customer, user agencies and integrated 3rd party APP providers. In FY21, the Winter Release was completed with continued work planned for the upcoming Spring Release. Each release provides functional and technical enhancements to improve the front and back-end user experiences. The cost for this enhancement was \$680,126.08.**

**As part of the SeeWave Interference Locating System, the PCTel Scanner Tool was deployed in FY20. Radio interference can impact wireless network coverage and quality of service. PCTEL's SeeWave interference locating system enables a single user to accurately detect the interfering frequency and locate its exact source. The cost for this solution was \$20,000.**

#### Agency-Specific Questions

48. Please discuss how the public health emergency related to COVID-19 affected agency operations during FY20 and FY21, to date.
- a. How has the agency supported its personnel, including with mental health and wellness services, during the public health emergency?

**Upon the declaration of the public health emergency, OUC transitioned its entire administrative staff, 311 operations and the Telephone Reporting Unit (TRU) to 100% telework. The agency also distributed PPE, set up sanitization stations and installed HEPA filters and SafeCheck Body Temperature detectors among other efforts to safeguard the health of the workforce that remained onsite. Further, to achieve maximum adherence to the social distancing recommendation of 6 feet, the agency restricted access to all OUC worksites to OUC personnel only and stood up and operated three "hot" worksites; UCC, PSCC & THOR. Also during this time, the agency coordinated with MPD to transition lower priority 911 call types to TRU to help reduce dispatch of MPD officers.**

**OUC successfully achieved full continuity of 911 & 311 Operations throughout the public health emergency, integrated COVID triaging in 911 dispatch protocols, provided COVID**

**hotline overflow support via 311, completed cross-divisional surge capacity training to ensure ability to continue operations despite staffing fluctuations, established an industry training hub; hosted hundreds from across the U.S. & around the world, and provided IT support for medical surge build out at Convention Center, to name a few accomplishments.**

**To provide support the agency's workforce in processing their grief related to the deaths of four colleagues and the sustained trauma and stress of the COVID-19 pandemic, the agency engaged with the Wendt Center and Howard University to bring provide psycho-educational support sessions for the staff.**

**In addition to facilitating access to the District's Employee Assistance Program, the following sessions were also made available to the workforce:**

**-12/1/20, Wendt Center, "Leading Through Grief"**

**-12/2/20, Howard University's Rest and Relaxation Project, "Optimizing Your Sleep During COVID-19"**

**-12/17/20 and 12/22/20, Wendt Center, "Stress Relief and Grief and Loss Management"**

**Lastly, the agency maintains dedicated private spaces that contain EAP brochures and program contact information, as well as a telephone, for any employee who needs to access these programs while at any OUC worksite.**

49. Please describe the status of the agency's continuity of operations plan and the last time it was updated.

**OUC's current COOP plan meets requirements outlined by the COOP development and management program administered by HSEMA. The agency is in the process of updating its COOP plan and anticipates this draft will be finalized and approved by April 30, 2021.**

- a. Please describe any tabletop exercises in which agency personnel participated in FY20 and FY21, to date, either internal or external to the agency.

**During the COVID-19 public health emergency, the agency exercised its telework capabilities by moving some employees to teleworking sites and deploying staff at the UCC, PSCC and THOR. This real-world scenario enabled the agency to examine response and recovery core capabilities and apply lessons learned and best practices from previous events.**

50. Please describe the use of T.H.O.R. in FY20 and FY21, to date, and any upgrades to its capacity or systems.

**In FY20 the OUC utilized THOR to support Continuity of Operations Planning (COOP) which enhanced the day-to-day footprint of the agency creating additional space for proper social distancing. This is on-going in FY21 as we continue to use THOR for 311/911 call taking readiness.**

**FY20 Upgrades:**

1. Established THOR Shoreline on 5/15/20
2. Completed on-net permanent 1GB redundant fiber link on 11/22/20 for infrastructure connection to the Citywide DCNET Network at UCC
3. Completed upgrade for the 911 call handling (Power911 CPE)
4. Installed Virtualized Multiplicity KVM (Keyboard Video Mouse)

**FY21 Upgrade:**

1. Purchased Dispatch Radio Console Tablets replacement consoles for installation in FY21.

51. Which training programs did OUC conduct in FY20 and FY21, to date?

**In FY20 and FY21, OUC conducted the following training programs:**

Training Title	Training Start Date	Count of Attendees
DMV Ticket Training (Refresher)	12/10/2019	6
DMV Ticket Training (Refresher)	12/12/2019	11
DMV Ticket Training (New)	12/17/2019	4
DMV Non-Ticket Training (New)	1/14/2020	10
DC 311 DMV Training for Other DC Gov Agencies	7/1/2020	3
DMV Non-Ticket Refresher	7/7/2020	14
DMV Non-Ticket Refresher	7/21/2020	16
DMV Non-Ticket Training (New)	7/28/2020	15
DC 311 DMV Training for Other DC Gov Agencies	8/10/2020	2
Promotional Dispatcher Training	8/31/2020	6
DC 311 DMV Training for Other DC Gov Agencies	9/29/2020	3
New Hire 911 Call Taker Training	1/4/2021	16
DMV Non-Ticket Training (New)	3/2/2021	6

52. Do OUC personnel receive training in the work of the District's social services agencies, such as the Department of Behavioral Health?

- a. Do OUC personnel receive training on mental/behavioral health crises and substance abuse? How frequently is this training provided, and who delivers it?

**Currently, during police call processing training, trainees get general overview training on programs provided by the Department of Behavioral Health, such as the management of facilities that provide emergency psychiatric services. They also take the Crisis Intervention Officer Training MPD personnel participates in to assist them in managing incidents involving mental/behavioral health crises and substance abuse.**

- b. What are the criteria for determining whether a call for service by an individual experiencing a mental health crisis requires a medical response, a law enforcement response, or a different response altogether?

**OUC employees have participated in both MPD's crisis intervention officer training as well as the Telecommunicator Crisis Intervention course taught by Public Safety Group, which teaches employees specific verbal communications skills on how to de-escalate these kinds of situations.**

**When a call taker is processing a call relating to a mental health crisis, the event type currently available to them is a law enforcement response. If the need for a medical response is apparent during the call, the call taker can add a medical response.**

**The agency is also closely engaged with the Department of Behavioral Health on efforts to help create new pathways for resolution of the city's 911 calls. In particular, OUC is in the process of identifying call types that could be more appropriately handled by mental health support practitioners. Some of the work that has already been completed includes forecasting potential call volume that could be diverted, analyzing related call types, and reviewing past incident outcomes in coordination with MPD, as well as the development of draft call flows and technical feasibility reviews about how eligible calls can be transferred by 911 call takers to the Department of Behavioral Health's team with existing telephony and systems. The agencies are optimistic about go-live for Phase 1 of the call diversion program in early May.**

53. What training deficiencies, if any, did the agency identify during FY20 and FY21, to date, and how did the agency update its curriculum accordingly?

**Through the continuous quality improvement process, the agency looks for performance gaps and implements customized performance management solutions. In FY20 to date, the agency identified the need for enhanced geography training. Accordingly, the geography curriculum was increased from 16 hours to 160, and city street, point of interest, waterway and parkland tours as well as intensive training on similar sounding street names, new infrastructure and areas that are frequently confused were prioritized as part of geography training. Further, the agency is working in coordination with FEMS to use their bus to transport employees on city tours, with focused attention on navigation through each ward.**

**Additionally, a fundamental needs assessment of the 911 Operations division conducted in FY20 revealed that trainees prefer additional hands-on training in the test environment to practice learned skills. As a result of this finding, the agency is working to host classes or enable employees to practice skills in a test environment in the agency's simulation lab whenever possible.**

**Another area of opportunity identified is with the agency's operations middle managers. In FY21, these employees will complete coursework around emotional intelligence, communicating non-defensively, and unpacking bias.**

54. Please provide the agency's training schedule for new hires and continuing education during FY20 and FY21, to date.

<b>Week 1 01/04</b>	<b>#</b>	<b>Units of Instruction</b>
		Module 1
<b>01/04</b>		
<b>Day 1</b>	1	Student and Training Instructors Introduction
	2	Introduction to Training Training Manual Review Course Objectives and Study Material Training Guidelines Performance Standards
	3	Agency Form Completion
	5	Who We Are- Agency's Mission
	6	Know the Rules Agency's Policies, and Standard Operation Procedures
	7	Purpose of Roll Call
	8	Agency Tour
	9	Questions and Answers
		Module 2
<b>01/05</b>		
<b>Day 2</b>	10	Public Safety Answering Point (PSAP) PSAP Defined PSAP Organizational Structure PSAP Informational Resources
	11	911 Call Taker Defined Roles, responsibilities and duties The Original First Responder Call Taker vs Dispatcher Characteristics of a Successful Call-Taker
	12	The History of Telecommunication The Denise Amber Lee Story (4 videos) Discussion What Went Wrong
	13	Code of Ethics Professionalism, Unethical Behavior and Liability Awareness
		Team Building Exercise Cave Rescue Coast Guard - Shipwreck
<b>01/06 – 01/08</b>		

<b>Day 3, 4, 5</b>	14	<u>Effective Communication</u> Phonetics, Military Time, Standard & State Abbreviation, DC Ten Codes, Directional Training, Color, Terminology
	15	Effective Communication Quiz
<b>Week 2</b>		
<b>01/11 – 01/15</b>		
<b>Day 6- 10</b>	16	Introduction to Medical Criteria Based Dispatch – Susie and Shuna
<b>Week 3</b>		
<b>01/18-01/22</b>		
<b>Day 11-15</b>	17	Medical Criteria Base Dispatch Review Including Nurse Triage Line Medical Chief Complaints and Event Types Sick/Not Sick
	18	Medical Terminology
	19	Caller Interview Fact and Inference Decision Making Skills Telephone Greeting Telephone Etiquette Be Prepared to Talk The Tone of Voice Pronunciation and Enunciation Communication Barriers Be Prepared to Talk Obtaining Information
	20	Identifying and explaining the operation of communications equipment and resources
	21	Computer System – Computer-Aided Dispatch Training (CAD)
	22	Smart911, RapidSOS, RAVE
	23	Location Video
	24	TDD/TTY
	25	Introduction to Criteria Based Dispatch ECBD parts & Process
	26	Geography Training Introduction Know Your City –DC City Streets Area Hospital Addresses
	27	WABA DC Trail Geography Training
	28	Medical CBD Scenarios
	29	CBD Medical Test
<b>Week 4</b>		
<b>01/25-01/29</b>		

<b>Day 16-20</b>	30	Fire & Medical Scenarios
	31	<u>Call Processing</u> Interpersonal Skills Human Diversity Giving and Following Instructions Active Listening Customer Service Different Types of Callers Caller Consideration Calming Techniques
	32	<u>Introduction to Fire Criteria Based Dispatch Training – Robin Scott</u> <u>Instructor</u> <u>Emergency – Non-emergency</u> <u>Reponses Plans –</u> <u>Fire Houses Addresses</u>
	33	<u>Quiz – Fire</u>
	34	<u>Fire Scenarios</u>
	35	Fire Recap & Test
	36	Duplicate Street Names, But Different Street Types
	37	Individual and Group Geography Assignments
<b>Week 5</b>		
<b>02/01-02/05</b>		
<b>Day 21-25</b>	38	Trainees Geography Presentations
	39	Medical & Fire Scenarios
	40	Geography- Streets Named After flowers, Trees, And Shrubs
	41	Streets in More Than One Quadrant of the City
	42	Streets found in only one Quadrant of the city
<b>Week 6</b>		
<b>02/08-02/12</b>		
<b>Day 26-30</b>	43	Introduction to Police Criteria Based Dispatch
	44	Incident Type, Classification and Prioritization
	45	Police Terminology
	46	Police Scenarios
	47	Geography - Streets Named After States
	48	Geography Group Project PSA assignment
<b>Week 7</b>		
<b>02/15-02/19</b>		
<b>Day 31-35</b>	49	Police Scenarios
	50	Intersections causing Hiccups Florida Avenue/R Street Florida Avenue/T Street
	51	Southeast Neighborhoods, Landmarks, Fire houses, Police Stations

<b>Week 8</b>		
<b>02/22-02/26</b>		
<b>Day 36-40</b>	52	Police, Fire, & Medical Scenarios
	53	DC Circles, Bridges
	54	DC Memorial & Museums
<b>Week 9</b>		
<b>03/01-03/05</b>		
<b>Day 41-45</b>	55	Power 911 Training
	56	Police, Fire, & Medical Scenarios
	57	Becoming Familiar with the Intersections
<b>Week 10</b>		
<b>03/08-03/12</b>		
<b>Day 46-50</b>	58	Police, Fire & Medical Scenarios
	59	GIS Virtual Training
	60	Geography Quiz
	61	Northeast Neighborhoods, Landmarks, Fire houses, Police Stations
<b>Week 11</b>		
<b>03/15-03/19</b>		
<b>Day 51-55</b>	62	Live Calls
	63	Southwest Neighborhoods, Landmarks, Fire houses, Police Stations
	64	DCFEMS Ride Along
<b>Week 12</b>		
<b>03/22- 03/26</b>		
<b>Day 56-60</b>	65	Live Calls
	66	Northwest neighborhoods, Landmarks, Fire houses, Police Stations
<b>Week 13</b>		
<b>03/29 -04-02</b>		
<b>Day 56-60</b>		Trainees-Chairside Observation 03-28
	67	Live Calls
	68	Preparing for Exit Exam

<b>Week 14</b>		
<b>04/05-04/09</b>		Live Calls
		Preparing for Exit Exam
		Exit Exam

**Radio Dispatcher Promotional Training Schedule FY20-FY21**

<b>Week 1</b>	
<b>Day</b>	<b>Topic</b>
<b>Monday</b>	Introduction/Welcome
	Training Guidelines
	Roles of a Dispatch/Responsibilities
	Assistant Dispatcher
	Phonetics State Abbreviations
	States Abbreviation
	10 Codes
Geography	
<b>Tuesday,</b>	Morning Review
	Jargon Definition
	10 Codes
	Military Time
	Review
	Monitor /Document
	MPD District /Sector/PSA
Geography	
<b>Wednesday</b>	Citywide Units
	Enunciating Units Call signs
	Sector for Each Police District
	Specialize Beats
	Other Agency /Neighboring Acy
	Frequently Used MPD Units
	Observation of the radio zone
	Geography
<b>Thursday</b>	MPD Patrol call signs
	Specialize Units
	City wide Units
	OPS Observation
	Code 1033
	Responders Safety
	Responders Safety
	Geography

<b>Friday</b>	Morning Review
	Handling Calls for Service
	Handling Calls for Service
	GAME
	Handling Calls for Service
	Handling Calls for Service
	Quiz Review
	Geography

**New Hire 311 Customer Service Representative Training FY20-FY21**

Week	Focus
<b>Week 1</b>	Training guidelines, agency policies and procedures, welcome orientation, Customer Service Orientation, DOEE with Libera
<b>Week 2</b>	DPW, Sales Force Capsulate Training
<b>Week 3</b>	DDOT, DOH and DCRA
<b>Week 4</b>	Chairside Observations Training: handling live calls with an experience customer service representative as support. Reviewing performance and debriefing.
<b>Week 5</b>	Chairside Observations Training: handling live calls with an experience customer service representative as support. Reviewing performance and debriefing.

55. In FY20 and FY21, to date, how did OUC train call takers on recently constructed infrastructure?

**In FY20, at the agency’s request, OCTO’s GIS Services division created a training dashboard that populates newly constructed infrastructure including all new addresses, streets, and common place names. The data used to populate this solution mirrors the information included in the CAD map. Updates to the training dashboard occur in sync with the regular CAD map roll.**

**Intensive training on the use of the dashboard occurred at the time of launch and will be offered on a regular basis as part of continuing education requirements for operations employees.**

56. Please provide an update on how call takers were trained to identify “points of interest” such as Rock Creek Parkway or the District’s waterways in FY20 and FY21, to date.

**Geography training is provided to all new call takers and dispatchers and refresher modules are provided regularly via lecture, written materials, and tours of the District. Periodically throughout the year, these refreshers are also provided during roll call.**

**The agency has found that participation in tabletop and incident simulation exercises in coordination with its public safety partners is also an effective tool to help support this learning.**

a. Did the agency conduct in-person tours or incident simulations of any sites?

**Incident simulations are a large part of our training program for call takers and dispatchers. In fact, in FY20, we reconstructed incidents that presented a geography related challenge and conducted intensive reviews to ensure that all employees are familiar with these locations. In addition, we continue to maintain a close partnership with the Washington Area Bicyclist Association (WABA) in which a representative presents trail network training to our employees on DC's vast trail system.**

**We also partner with FEMS to conduct a bus tour of landmarks, interstates, and areas of interest throughout the city with new hire call takers. In past fiscal years, we have taken employees to Kingman and Heritage Island to learn more about those areas and are currently coordinating to participate in additional tours in the future, when it is safe to do so. Due to COVID-19 physical distance restrictions, our ability to conduct these group tours were severely limited in FY20.**

- b. Please detail the geography training provided to personnel.

**Our training program includes modules that focus on presentations from the OCTO GIS team, the Washington Area Bicyclist Association and Living Classrooms DC. In fact, we recently partnered with the OCTO GIS team to deploy a dashboard that allows OUC employees to view the District's infrastructure changes upon each map roll.**

**In July 2020, we conducted a survey of our 911 Operations personnel to assess their level of knowledge of DC Geography. Based on our findings, we developed a 13-page geography refresher document and provided it to all employees.**

**We have continuously added more geography training elements to our curriculum that focuses on the finer points of the District's geography, to include circles, bridges, parks, landmarks, and other areas that have been problematic for both callers and our call takers.**

57. How did the agency ensure that MPD and FEMS personnel were cross-trained with call takers and dispatchers in FY20 and FY21, to date?

**In December 2020, OUC began participating in drill practices with DCFEMS on a weekly basis. These practices simulate emergencies and help prepare Battalion Fire Chiefs for on-scene management of incidents. OUC dispatchers play a major role in making the simulation as realistic as possible.**

**Periodically, MPD invites OUC dispatchers to participate in recruit academy training, with OUC dispatchers assisting with simulations.**

**OUC dispatchers and call takers also participate in MPD's 40-hour Crisis Intervention Officer training.**

- a. Has the agency cross-trained the tenured dispatchers who had not been cross-trained as of the agency's last performance oversight hearing?

**To date, we have not conducted cross-training for tenured dispatchers. Instead, training efforts were focused on improving core functions and supporting changes in technology and processes. Cross training efforts will resume when these matters are sufficiently addressed.**

- b. What do training and education from MPD and FEMS entail? Do tenured employees – in addition to new hires – participate in ride-alongs with MPD and FEMS personnel?

**In addition to the cross-training activities mentioned above, FEMS has also supported medical call processing training, as well as telephone CPR refreshers throughout FY20 and FY21. These opportunities are made available to both tenured and new employees.**

**Due to the pandemic, the agencies have paused ride-alongs, but when it is safe to do so, these activities will resume.**

58. How has OUC worked to improve its relationship and joint protocols with WMATA in FY20 and FY21, to date? Please speak to the agencies' interactions and lessons learned in response to incidents in the Metro system during this period.

**The OUC has worked closely with WMATA and FEMS to create and integrate specific rail system call management protocols into the Criteria Based Dispatching (CBD) system. In coordination with FEMS, OUC developed call management cards to aid FEMS in responsiveness to incidents within the rail system, such as the need for primary and secondary assignments, third rail power status, and train movement updates.**

**OUC also provided WMATA with a ten-digit emergency number that routes their calls directly into the 911 queue. The agencies agreed on a contingency protocol that states that in the rare event that a WMATA call is in queue for more than one minute, then WMATA should immediately voice its needs over the radio or contact the Fire Liaison Officer located on the operations floor directly by phone.**

**Lastly, while the agencies continually explore ways to improve their responses to incidents, the Interim OUC Director has reached out to WMATA's Chief of Metro Transit Police Ronald Pavlick to continue discussions about the management of public safety communications matters within the WMATA system.**

59. Please provide call volume data, by MPD/FEMS, priority, and event type, for FY17-FY21, to date.
- a. Please separately identify police non-emergency calls for service.

**Please see attachment labeled Q#59 Events by agency type, priority FY17-FY21**

60. In FY20 and FY21, to date:
- a. How did the agency address 911 misuse?
  - b. What strategies did the agency employ to reduce call volume?

**One of Mayor Bowser’s priority goals is to create a safer, stronger DC. Accordingly, OUC collaborated with its public safety partners to carefully review basic programs and services to identify where we could collectively make services more efficient for District residents.**

**In our continued effort to safeguard the 911 communications system and help reserve the 911 line for true emergencies, we looked at a number of ways to offload non-critical calls whenever possible.**

**A key effort around this initiative was the reintroduction of 311 as an avenue to request non-emergency police services. To achieve this, the OUC’s existing 311 and 911 call-handling systems were modified to force the prioritization of non-emergency calls. Now, after dialing 3-1-1, callers can press Option 1 to report police non-emergencies like noise complaints, fender benders, vandalism, destruction of property, and for any crimes that have happened in the past with no reported injuries, and when the suspect is no longer on the scene.**

**The OUC does not formally track types of 911 misuse, but instead focuses on providing options for requesting non-emergency services and public education and community outreach.**

61. How has the agency collaborated in FY20 and FY21, to date, with agencies outside the public safety and justice cluster to explore potential diversion options or alternatives to police intervention, such as social services agency-response like the Department of Behavioral Health’s Community Response Team or community-based crisis response?
- a. Do OUC personnel have the ability to “dispatch” the Community Response Teams?
  - b. Relatedly, what is the agency’s position on the availability of a new 988 number for mental health emergencies pursuant to the National Suicide Hotline Designation Act of 2020? What planning has been undertaken to prepare for the number’s availability?

**One effort undertaken by OUC last year was the reintroduction of 311 as an avenue to request non-emergency police services. To achieve this, the OUC’s existing 311 and 911 call-handling systems were modified to force the prioritization of non-emergency calls. Now, after dialing 3-1-1, callers can press Option 1 to report police non-emergencies like noise complaints, fender benders, vandalism, destruction of property, and any crimes that have happened in the past with no reported injuries, and when the suspect is no longer on the scene. The OUC and MPD have co-sponsored a public education campaign that highlights this change. Other ongoing related work is the Deputy Mayor’s initiative that called for OUC to collaborate with DDOT, DPW, and MPD to identify more opportunities to address traffic**

**enforcement and other related event types without the dispatch of police officers whenever possible.**

**Other ways the OUC is participating in efforts to help create new pathways for resolution of the city's 911 calls include its work with the Department of Behavioral Health. In particular, OUC is in the process of identifying call types that could be more appropriately handled by mental health support practitioners. Some of the work that has already been completed includes forecasting potential call volume that could be diverted, analyzing related call types, and reviewing past incident outcomes in coordination with MPD, as well as the development of draft call flows and technical feasibility reviews about how eligible calls can be transferred by 911 call takers to the Department of Behavioral Health's team with existing telephony and systems.**

62. What is the agency's role in the Building Blocks initiative?

**In FY21, the OUC will continue its support of citywide initiatives that seek to encourage all District residents to improve their communities by requesting basic city services through 311 platforms. In addition, the agency will analyze 311 service request data to identify trends around the use of 311, particularly in Wards 7 and 8, and then use that data to target residents there to help remove barriers and empower them to partner with the OUC to engage with the government to request basic city services. A goal of these efforts is to support blight and crime reduction in target areas as identified as part of the Building Blocks DC initiative.**

**In addition to proactive efforts to enhance community engagement and strengthening community partnerships in coordination with ANCs and other community leaders, the agency will also create a 311 workflow for requests from the Gun Violence EOC or MPD, or those that originate from within specific geofenced geographic block areas.**

**Lastly, OUC is exploring how the Salesforce 311 CRM platform can be leveraged in new ways to pilot a citizen engagement academy that will be singularly focused on reaching residents who historically have not interacted with any 311 platform around quality-of-life issues, particularly in the defined Building Blocks initiative areas.**

63. Please describe the agency's capacity (e.g. software and personnel) to analyze call data to identify "hot spots" where interagency collaboration could reduce calls for service.

**In keeping with efforts to deploy resources more effectively across all shifts and to support eradication of gun violence in the District through Building Blocks DC, the agency has been considering the creation of an emergency communications analyst position. In coordination with the agency's Data Analyst, this employee would be responsible for monitoring performance metrics real time, identifying trends, forecasting, and predictive analytics.**

**Findings from this work could be used to help identify opportunities around reimagining how calls for service could be more aptly addressed by other agencies aside from MPD and FEMS.**

64. How does the agency monitor calls from high-volume utilizers of 911 and 311 and intervene or connect with sister agencies to identify potential preventative supports for the caller?

**One of Mayor Bowser's priority goals is to create a safer, stronger DC. Accordingly, OUC collaborated with its public safety partners to carefully review basic programs and services to identify where we could collectively make services more efficient for District residents.**

**In our continued effort to safeguard the 911 communications system and help reserve the 911 line for true emergencies, we implemented different ways to offload non-critical calls whenever possible.**

**The OUC reintroduced 311 as an avenue to request non-emergency police services. To achieve this, the OUC's existing 311 and 911 call-handling systems were modified to force the prioritization of non-emergency calls. Now, after dialing 3-1-1, callers can press Option 1 to report police non-emergencies like noise complaints, fender benders, vandalism, destruction of property, and for any crimes that have happened in the past with no reported injuries, and when the suspect is no longer on the scene.**

**The OUC does not formally track types of 911 misuse, but instead focuses on providing options for requesting non-emergency services and public education and community outreach.**

**However, the agency does monitor high volume activity and assesses it to determine whether they are legitimate calls for service, placed by those experiencing mental health challenges or bad actors attempting to disrupt the system with denial-of-service attacks.**

65. Please provide an update on the progress made in FY20 and FY21, to date, in the transition to Next Generation 911 technology.

**In FY18, the solution vendor contract was awarded to AT&T to establish the regional first responder network. OUC is leveraging the regional contract to connect the District's 911 system to this network. The OUC is also collaborating regionally on GIS and mapping issues and coordinating regularly with other regional partners.**

**To fortify the District's 9-1-1 system with back-up facilities and redundant networks throughout this period, the agency recently integrated a mobile Emergency Communications Center (ECC) known as THOR. The OUC's concept for using THOR is as a tactical homeland operational resource. The agency's plan is to maintain a third level of redundancy so that, if necessary, THOR is capable of filling the potential gap in service. Currently, OUC takes live calls monthly in THOR to ensure systems are working at an optimal level and that staff is familiar with systems layout as well as working in the vehicle. The functionality available on THOR is identical to that featured in the agency's brick and mortar ECCs.**

**Full transition to the NG911 environment is in progress. Specifically, the current phase of the project calls for transitioning the OUC to a regional ESInet, which will give the agency the ability to receive ANI/ALI from transferred calls within the region.**

**Relatedly, the OUC will deploy location-based routing with T-Mobile in April 2021.**

66. Please provide an update on the Text-to-911 program, including the number of event records for emergency services initiated via text.

**The 911 Operation continues to process emergency requests for service initiated via text. Recently, the agency successfully enabled text-to-911 transfer capabilities with jurisdictions within the NCR.**

<b>CAD Events Initiated via Text-to-911 October 1, 2019 - March 28, 2021</b>			
	<b>DCFEMS</b>	<b>MPD</b>	<b>Total</b>
<b>October 2019</b>	7	37	44
<b>November 2019</b>	3	20	23
<b>December 2019</b>	4	15	19
<b>January 2020</b>	2	16	18
<b>February 2020</b>	1	4	5
<b>March 2020</b>		8	8
<b>April 2020</b>	1	5	6
<b>May 2020</b>		6	6
<b>June 2020</b>		15	15
<b>July 2020</b>		4	4
<b>August 2020</b>		8	8
<b>September 2020</b>		4	4
<b>October 2020</b>		5	5
<b>November 2020</b>		4	4
<b>December 2020</b>	1	5	6
<b>January 2021</b>		6	6
<b>February 2021</b>		10	10
<b>March 2021</b>		7	7
<b>Grand Total</b>	<b>19</b>	<b>179</b>	<b>198</b>

67. Please provide data on personnel attrition (retirement, resignation, termination, etc.) for FY20 and FY21, to date.

**The attrition rate for FY20 is 0.07%.**

**The attrition rate in FY21 to Date is 0.03%.**

68. Please provide, as of March 1, 2021, the number of 911 call takers and the number of 911 call taker vacancies.

- a. In FY20 and FY21, to date, how many 911 call takers separated from the agency, and what was the reason for their separation?

**In FY20, 7 call takers separated from the agency; 5 resigned, 1 was separated for conduct and 1 retired.**

**In FY21, 5 911 call takers separated from the agency; 3 resigned and 2 were separated for conduct.**

69. Please provide, as of March 1, 2021, the number of 911 dispatchers and the number of 911 dispatcher vacancies.

**As of March 1, 2021 there were 101 dispatchers and no vacancies.**

- a. In FY20 and FY21, to date, how many 911 dispatchers separated from the agency, and what was the reason for their separation?

**In FY20, 3 dispatchers separated from the agency; 2 retired, 1 death.**

**In FY21, 1 dispatcher separated from the agency through retirement.**

70. Please provide, as of March 1, 2021, the number of 311 call takers and the number of 311 call taker vacancies.

**311 call takers: 73**

**311 call taker vacancies: 2**

- a. In FY20 and FY21, to date, how many 311 call takers separated from the agency, and what was the reason for their separation?

**In FY 20, 4 311 call takers separated from the agency; 1 death, 1 was separated due to attendance, 1 retired, and 1 resigned.**

**In FY21 1 311 call taker separated from the agency by resigning.**

71. Please provide the average number of dispatchers on duty per shift and the average number of calls dispatched by each individual for that shift. Please itemize each month in FY20 and FY21, to date.

911 Averages, 6AM - 6 PM October 1, 2019 - March 28, 2021				
	Number of Days	911 Avg Pos 6a-6p	Answered Calls	Avg Calls Position 911 6a-6p
October 2019	31	17	70,387	134
November 2019	30	17	62,032	122
December 2019	31	17	64,025	121
January 2020	31	17	66,771	127
February 2020	29	17	61,844	125
March 2020	31	17	64,279	122
April 2020	30	17	52,309	103
May 2020	31	17	56,876	108
June 2020	30	17	56,798	111
July 2020	31	17	61,922	117
August 2020	31	17	58,964	112
September 2020	30	17	57,559	113
October 2020	31	17	57,809	110
November 2020	30	17	57,451	113
December 2020	31	17	55,557	105
January 2021	31	17	52,909	100
February 2021	28	17	45,953	97
March 2021	28	17	49,155	103

72. Please provide the average number of dispatchers on duty per shift and the average number of calls dispatched by each individual for that shift. Please itemize each month in FY20 and FY21, to date.

911 Averages, 6PM - 6 AM October 1, 2019 - March 28, 2021				
	Number of Days	911 Avg Pos 6p-6a	Answered Calls	Avg Calls Position 911 6p-6a
October 2019	31	17	47,143	89
November 2019	30	17	40,419	79
December 2019	31	17	43,473	82
January 2020	31	17	42,371	80
February 2020	29	17	41,559	84
March 2020	31	17	43,337	82
April 2020	30	17	37,216	73
May 2020	31	17	47,934	91
June 2020	30	17	47,206	93
July 2020	31	17	46,388	88
August 2020	31	17	42,171	80
September 2020	30	17	39,128	77
October 2020	31	17	40,381	77
November 2020	30	17	37,676	74
December 2020	31	17	37,289	71
January 2021	31	17	36,930	70
February 2021	28	17	31,170	65
March 2021	28	17	34,399	72

73. How many 911 bilingual call takers and dispatchers does the agency employ?
- Please categorize each number by language spoken.
  - Please detail how each bilingual dispatcher is deployed by shift.
  - Does the agency believe it has adequately accommodated callers who are non-English language speakers? Have there been any issues using Language Line Solutions in cases where the caller speaks a language not spoken by a call taker or dispatcher?

**The agency employs 22 bilingual call takers and dispatchers. They speak Spanish, Amharic, Farsi and Yoruba. While bilingual employees staff every shift across our operations, we rely on Language Line Solutions to provide professional translation services to ensure that we can always provide efficient communications support to LEP/NEP callers. Due to the unpredictability of the language proficiency of 911 callers, best practice dictates that rather than dedicated staffing/shift models for targeted languages, is it most advantageous to utilize contract support to facilitate these interactions instead. Accordingly, the agency does believe that it has adequately accommodated callers who are non-English language speakers.**

74. Please describe the agency's protocols for prioritizing 911 and 311 calls.

**Criteria Based Dispatching (CBD) is the emergency call taking protocol utilized by the 911 Operations Division. CBD gives call takers more latitude in call management by not requiring them to adhere strictly to a script. This enhances the efficiency of the dispatch process, reduces caller frustration due to more common sense-based caller interviewing/probing and allows for more relevant triage of medical calls. Since**

**implementation of CBD, the agency has seen a notable decline in negative feedback about caller interviewing/probing.**

**OUC regularly collaborates with MPD and FEMS to review call types and associated response plans. Emergency medical calls are prioritized based on the following criteria:**

- 1. the level of care required for a patient;**
- 2. the urgency for the care to be given; and,**
- 3. the specified medical criteria for determining the appropriate response.**

**Residents and visitors of the District can now call 311 to report all police non-emergencies. The OUC and MPD define a non-emergency call as any call related to an incident that does not pose an immediate threat to the safety of individuals and/or incidents that occurred at least one hour before the initial request for police assistance is made.**

**Non-emergency event types and the respective response plans established by MPD and are handled by the OUC accordingly.**

- a. How are 1033s prioritized?

**The code 1033 is used by FEMS and MPD personnel when a member is in trouble and needs immediate assistance. When a "1033" is requested by a FEMS field unit, MPD and a Battalion Chief, when warranted, are dispatched immediately to the location of the emergency. OUC dispatchers remain in contact with the unit(s) to get updated information and relay the information as necessary. A 1033 refers to personnel in a situation where immediate police assistance is required.**

**OUC, MPD and FEMS are working closely together to ensure that when a 1033 is called that the appropriate response is quickly dispatched. In FY20, FEMS in coordination with OUC, began a quality control review process on all 1033s. Specifically, a FEMS OUC liaison conducts a complete audio review of every 1033 to identify patterns or areas of concern and reports the findings to agency leadership.**

75. For each month in FY20 and FY21, to date, please provide, by type of call and priority, the:

- a. Total number and percent of 911 calls abandoned;
- b. Total number and percent of 911 calls answered;
- c. Average answer time for 911 calls;
- d. Percent of 911 calls answered within 10 seconds;
- e. Percent of 911 calls answered within 15 seconds;
- f. Percent of 911 calls answered within 20 seconds;
- g. Average call-to-queue time for 911 calls;
- h. Percent of 911 calls in which call-to-queue is 60 seconds or less;
- i. Percent of 911 calls in which call-to-queue is 90 seconds or less;
- j. Average queue-to-dispatch time for 911 calls;

- k. Average answer time for 311 calls;
- l. Percent of 311 calls answered by a live agent within 90 seconds; and
- m. Percent of 311 calls handled by a live agent within 4 minutes.

**Please see attachment labeled Q#75 911 Ops Performance.**

76. Please provide the average “drop time” by month and by provider (FEMS or AMR) in FY20 and FY21, to date.

<b>Hospital Drop Times</b> October 1, 2019 - March 28, 2021		
	FEMS (hh:mm:ss)	AMR (hh:mm:ss)
October 2019	0:45:48	0:58:51
November 2019	0:45:36	0:59:30
December 2019	0:45:48	1:01:05
January 2020	0:47:28	1:03:48
February 2020	0:47:48	1:01:42
March 2020	0:47:18	1:00:38
April 2020	0:45:49	0:54:40
May 2020	0:45:38	0:56:27
June 2020	0:45:46	0:56:01
July 2020	0:45:56	1:01:52
August 2020	0:47:47	1:06:41
September 2020	0:48:43	1:06:08
October 2020	0:48:09	1:10:35
November 2020	0:39:35	1:12:15
December 2020	0:47:30	1:15:51
January 2021	0:48:02	1:16:01
February 2021	0:49:05	1:14:46
March 2021	0:52:37	1:18:44

77. In table format, please provide the number of 911 calls dispatched to the wrong location or for the wrong purpose in FY20 and FY21, to date. Group the calls by FEMS/MPD, cause for error (e.g. caller confusion, operator error), and resolution/corrective action.

**The agency is aware of 8 “blown address” incidents in FY20. Each of these instances were due to call taker error. When the agency is made aware of such errors, the employee at fault is counseled and is provided refresher training as appropriate.**

- a. Please describe the agency’s protocol for re-confirming locations and verifying quadrants.

**The most important piece of information a caller provides to the 911 call taker is the address of the incident. OUC call takers are trained to ask the call where the incident is occurring and to ask the caller to repeat the given location to verify it. When callers are unable to give the 911 call taker an address with the quadrant, call takers optimize features in CAD, such as maps and other tools, to try to help pinpoint the caller’s location.**

78. Please provide the number of “1033s” received in FY20 and FY21, by month.

<b>1033 Events</b>			
October 1, 2019 - March 28, 2021			
Counts do not include canceled and duplicate events.			
	Total	1033	1033F
Total	254	110	144
October 2019	20	8	12
November 2019	11	4	7
December 2019	18	10	8
January 2020	11	9	2
February 2020	16	10	6
March 2020	20	4	16
April 2020	15	9	6
May 2020	18	11	7
June 2020	14	5	9
July 2020	19	5	14
August 2020	19	3	16
September 2020	13	4	9
October 2020	21	9	12
November 2020	7	3	4
December 2020	9	5	4
January 2021	14	5	9
February 2021	4	4	
March 2021	5	2	3

79. Please describe whether the agency provided training on “radio patching” in FY20 and FY21, to date.

- a. What issues, if any, did the agency identify with proper radio patching by personnel?  
 b. Is the agency aware of any incidents during this period when FEMS channels were unmonitored by personnel?

**Radio channel patching is a practice that enables dispatchers to combine separate radio channels for monitoring and for other field communications activities. In FY20, there were several times when the patch was either incorrectly applied or not disabled when it should have been, resulting a lack of immediate responsiveness to field units.**

**Due to the dire consequences this could create, operations staff has been restricted from utilizing the patch function without supervisor authorization. Employees who do not comply with this directive are subject to corrective action.**

80. Please provide, in table format, the number of complaints related to 911 services in FY20 and FY21, to date. What does the agency classify as a “complaint”?
- What was the complaint rate during that period?
  - Indicate how many rose to the level of joint investigation.
  - Include the category of each complaint, whether it was sustained, and its outcome/corrective action.

**OUC defines a “complaint” as any feedback received from an individual in which they believe that the management of a request or the customer service provided was unsatisfactory. All sustained complaints are followed up with corrective action that includes refresher training, coaching and, depending on how egregious, personnel action is taken.**

<b>Classification</b>	<b>FY20</b>	<b>FY21</b>
Call back not attempted	-	1 sustained
Failure to take appropriate action	-	1 sustained; 3 not sustained
Delayed Dispatch	2 sustained; 6 not sustained	5 sustained; 4 not sustained
No Dispatch	-	1 not sustained
Extended Hold Times	3 sustained	2 sustained; 1 not sustained
Updated info not relayed	1 sustained	2 sustained; 1 not sustained
Inappropriate Call Termination	1 not sustained	
Not adhering to radio policy	4 sustained	1 sustained
Failure to create an event	1 sustained; 1 not sustained	1 sustained; 1 not sustained
Misclassification	-	1 not sustained
Poor Customer Service	1 sustained; 2 not sustained	2 sustained; 3 not sustained
Blown Address	6 sustained; 2 not sustained	6 sustained; 3 not sustained
Incorrect Dispatch	2 sustained; 6 not sustained	7 sustained; 6 not sustained
Protocol not implemented	2 sustained	
<b>Sustained/Not Sustained</b>	<b>22 sustained; 18 not sustained</b>	<b>28 sustained; 24 not sustained</b>
<b>Total:</b>	<b>40</b>	<b>52</b>

81. Please provide, in table format, the number of complaints related to 311 services in FY20 and FY21, to date.
- What was the complaint rate during that period?

- b. Indicate how many rose to the level of joint investigation.
- c. Include the category of each complaint, whether it was sustained, and its outcome/corrective action.

Classification	FY20	FY21
Poor customer service	13 sustained; 9 not sustained	1 sustained; 1 not sustained
Incorrect info provided	4 sustained; 2 not sustained	-
Call taker error	1 sustained; 1 sustained	-
Other	1 sustained	-
Rude call taker	3 sustained; 2 not sustained	-
Service not provided	-	1 not sustained
<b>Sustained/Not Sustained</b>	22 sustained; 14 not sustained	1 sustained; 2 sustained
<b>Total:</b>	36	3

82. Please describe the structure, staffing, and activities of the Office of Professional Standards and Development in FY20 and FY21, to date.

**The Office of Professional Standards and Development (OPSD) is managed by the Chief of OPSD who reports to the Director. This division is staffed by 12 FTEs, including the Chief. Overall activities of the division include training new employees as well as continuing education and developmental training for incumbent employees in every division of the agency, including management. This division is also responsible for quality assurance and improvement and it also directs the activities of the office responsible for serving as custodian of records and record authentication.**

**OPSD develops, implements, and coordinates training with industry associations, partnering agencies, as well as internal departmental divisions. Training is conducted strategically to maintain a functional workforce that yields effective and efficient services to the citizens and visitors of the District. In addition, the division identifies shortfalls and best practices through a thorough Quality Assurance program. This identification allows for the agency to develop employees and programs that best address any quality improvement needs. The combination of training and quality assurance ensures that agency goals and objectives are met.**

**The Office also directs the activities of the Transcription Division, which serves as the custodian of records and utilizes highly specialized archival systems to research files related to all 911 and 311 communications. The purpose of this research is to provide audio files and other data to partnering local and federal government agencies, as well as the general public. Transcriptionists often testify in court on behalf of the agency to authenticate 911 calls and/or to explain event chronologies in both criminal and civil proceedings under direct examination by OAG and USAO attorneys.**

83. How does the agency conduct after-action follow up with MPD and FEMS on individual cases? Joint quality assurance?

**In FY20, OUC enhanced its partnerships with MPD and FEMS to conduct formalized and joint quality control on incidents. Both the FEMS and MPD liaisons were granted access to**

**the agency’s incident tracking database so that they can both input incidents to be reviewed and track the status of investigations.**

84. Please provide a chart indicating all 311 calls in FY20 and FY21, to date, categorized by the agency’s services requested.

<b>FY20</b>	<b>FY21</b>
<b>Service Department: CFSA (2,834 records)</b>	<b>Service Department: CFSA (1,130 records)</b>
<b>Service Department: DCRA (5,793 records)</b>	<b>Service Department: DCRA (1,306 records)</b>
<b>Service Department: DDOT (69,343 records)</b>	<b>Service Department: DDOT (17,708 records)</b>
<b>Service Department: DDS (7 records)</b>	<b>Service Department: DDS (1 record)</b>
<b>Service Department: DFHV (30 records)</b>	<b>Service Department: DFHV (1 record)</b>
<b>Service Department: DGS (523 records)</b>	<b>Service Department: DGS (41 records)</b>
<b>Service Department: DMV (21,236 records)</b>	<b>Service Department: DMV (12,859 records)</b>
<b>Service Department: DOEE (667 records)</b>	<b>Service Department: DOEE (122 records)</b>
<b>Service Department: DOH (8,346 records)</b>	<b>Service Department: DOH (2,959 records)</b>
<b>Service Department: DPW (212,032 records)</b>	<b>Service Department: DPW (77,426 records)</b>
<b>Service Department: FEMS (420 records)</b>	<b>Service Department: FEMS (19 records)</b>
<b>Service Department: ORM (434 records)</b>	<b>Service Department: ORM (68 records)</b>
<b>Grand Totals (458,191 records)</b>	<b>Grand Totals (179,037 records)</b>

85. Please describe the integration and utilization of DCRA, DGS, and DCPS service requests into 311.

**The 311 Operation now takes DCRA service requests for illegal construction, vacant private property inspection and for grass and weeds mowing on vacant lots. To publicize the availability of these service request types, OUC hosted two public engagement events at DCRA’s headquarters.**

**The 311 Operation also now takes DGS/DPR service requests for facilities landscaping and grounds maintenance. OUC partnered with DGS and launched a social media campaign to announce the availability this service request type on 311. OUC also purchased and disseminated collateral, to include yard signs, banners and palm cards, to promote this enhancement.**

86. Please describe the activities of the 311 Working Group, the OUC/FEMS Task Force, and the OUC/MPD Task Force in FY20 and FY21, to date.

**Through FY20 to present, the agency continued its participation in a 311 Working Group which was established by the Executive Office of the Mayor to help address mutual concerns about the provision of services across all agencies whose services can be requested through 311 platforms.**

**The agency also continued to co-host OUC/MPD task force meetings with the primary goal of identifying ways to improve communication, emergency operations, and responses to emergencies, in alignment with its KPIs.**

**Lastly, OUC also continued to co-host OUC/FEMS taskforce meetings to help maintain an open dialogue about shared concerns and programming overlap, with the ultimate goal of collaboratively improving emergency responses.**

87. Regarding replacement of equipment:

- a. Please describe the agency's replacement schedule for its 911 and 311 communications equipment.
- b. How has the agency budgeted for future replacements? Where are these funds located (e.g. the E911 Fund, the capital budget)? Please explain what is reserved, and why.

**The agency's replacement schedule for 911 and 311 communications equipment is based on shelf life of hardware and equipment, including necessary warranties and software licenses for applications and the OUC's public safety grade network. Recent and upcoming replacement projects are as follows:**

- **Digital Messaging upgraded to Cloud-based Solution Korbyt (Completed in FY20)**
- **911 System Servers, and Data Storage – 5-year life cycle (Completed in FY20)**
- **311 Salesforce CRM Winter 21 Release (Completed in March FY21)**
- **Procurement of inbound and outbound “cloud-based” contact-center-as-a service (CCaaS) remote call handling solution for the 311 to be integrated into the District of Columbia's existing enterprise-wide Session Initiated Protocol (SIP) infrastructure. (Scheduled Summer FY21)**
- **911 recording solutions (NICE) software upgrade & installation (TBD in FY21)**
- **911-311 workstations are replaced every three years – (TBD in FY21)**
- **911 Viper Telephony system – 5-year life cycle (TBD in FY22)**
- **911/311 systems Cisco switches and routers – 10-year life cycle (TBD in FY24)**

**The OUC budgets for future replacements of equipment and software upgrades within its capital budget. The current 6-year plan shown below includes funding allocated within four capital project categories for these replacements.**

Project No	Project Description	FY2020	FY2021	FY2022	FY2023	FY2024	FY2025	6 Year Total
UC304	911/311 RADIO CRITICAL INFRASTRUCTURE	\$3,728,000.00	\$3,600,000.00	\$500,000.00				\$7,828,000.00
AFC02	IT HARDWARE 911/311 SYSTEMS	\$800,000.00	\$600,000.00	\$2,621,000.00				\$4,021,000.00
DWB02	IT SOFTWARE (911/311 APPLICATIONS)	\$750,000.00			\$250,000.00	\$750,000.00		\$1,750,000.00
UC302	MDC REPLACEMENT FOR MPD & FEMS	\$8,000,000.00						\$8,000,000.00
UC303	MPD/ FEMS RADIO REPLACEMENT		\$10,200,000.00	\$4,493,000.00				\$14,693,000.00
CERCE	UCC ELECTRICAL RECONFIGURATION	\$5,400,000.00						\$5,400,000.00
<b>Total</b>		<b>\$18,678,000.00</b>	<b>\$14,400,000.00</b>	<b>\$7,614,000.00</b>	<b>\$250,000.00</b>	<b>\$750,000.00</b>	<b>\$0.00</b>	<b>\$41,692,000.00</b>

88. When was the last time the CAD was updated? Was the CAD’s planned or completed replacement conducted in FY20?

**CAD 9.4 upgraded 10/26/2020. The transition off CAD 9.3 to CAD 9.4 was planned and completed in FY20.**

89. Please provide an update on the agency’s work on the Nurse Triage Line (“NTL”) in FY20 and FY21, to date.

- What percentage of eligible calls are transferred to the NTL?
- What training did the agency provide for call takers on the NTL?
- Please provide a monthly breakdown of how many calls were transferred to the NTL since it began in April 2018, as well as a breakdown of how many of those calls were transferred back to 911.
- What trends is the agency seeing in the reasons calls are transferred back?

**The agency has continued to provide as need refreshers on the appropriate transfer of eligible calls to the NTL. This training focuses on how call takers should rule out the need for ALS prior to transferring them. For calls that do not qualify for the NTL, call takers are trained to use choose the best BLS code.**

### PSAP Transferred to NTL

April 19, 2018 - March 28, 2021

"Transferred Back - Dispatch" are events NTL sent back for dispatch. "Transferred Back - Other" are events attempted for transfer to NTL that did not reach a nurse.

	Transferred	Canceled Events	NTL Handled	Transferred Back - Dispatch	Transferred Back - Other
Total	25901	844	10455	8532	6070
April 2018	380	14	46	84	236
May 2018	675	14	86	133	442
June 2018	706	6	113	148	439
July 2018	775	15	114	109	537
August 2018	667	23	100	58	486
September 2018	584	18	87	88	391
October 2018	713	18	93	95	507
November 2018	736	16	119	131	470
December 2018	1131	20	181	178	752
January 2019	1020	18	174	235	593

February 2019	843	17	148	215	463
March 2019	690	12	272	400	6
April 2019	618	12	227	375	4
May 2019	493	11	167	304	11
June 2019	474	6	164	240	64
July 2019	606	19	236	304	47
August 2019	491	10	228	231	22
September 2019	506	13	206	236	51
October 2019	688	16	424	230	18
November 2019	735	11	452	247	25
December 2019	580	10	326	223	21
January 2020	527	12	308	199	8
February 2020	699	30	421	242	6
March 2020	1231	53	726	398	54
April 2020	1150	56	702	352	40
May 2020	880	33	507	319	21
June 2020	824	22	481	276	45
July 2020	884	28	536	300	20
August 2020	865	26	465	353	21
September 2020	702	35	383	270	14
October 2020	670	29	374	253	14
November 2020	620	92	260	253	15
December 2020	650	77	252	219	102
January 2021	734	14	342	276	102
February 2021	610	13	337	253	7
March 2021	744	25	398	305	16

90. Please reflect on the implementation of Criteria Based Dispatching.

**Criteria Based Dispatch (CBD) is based on the recognition that the level of care (ALS vs. BLS) needed by the patient and the urgency of patient care should be the determining factors in the level of response. Critical medical emergencies are those where paramedic intervention within minutes can be crucial to the patient's outcome.**

**Prior to Interim Director Subido's onboarding with the OUC, she served as the contracted program administrator responsible for supporting the OUC's successful transition to the use of the CBD protocols.**

**Director Subido continues to be a strong advocate of CBD, as it enhances the efficiency of the dispatch process, reduces caller frustration due to more common sense-based caller**

**interviewing/probing, and allows for more relevant triage of medical calls. Since implementation, the agency has seen a notable decline in negative feedback about caller interviewing/probing. Further, because it enables OUC employees to employ a combination of critical thinking skills and common sense in coordination with outlined procedures and call taking best practices, it has enabled the agency to provide better service to its partners because it can more easily adjust its methods and practices to help meet partners' operational needs.**

Office Of Unified Communications  
FY 2021 SCHEDULE A (as of 03/15/21)

Vacancy Status	FTE
Filled	359.0
Vacant	33.0
<b>Total</b>	<b>392.0</b>

Agency	Fiscal Year	Program Code	Activity Code	Agency Fund	Filled, Vacant or Frozen	Position Number	Position Title	Employee Name	Hire Date	Length of Service	Grade	Step	Salary	Fringe	FTE	Reg/Temp/Term
UCO	21		1010	0100	F	00063296	Program Analyst	Gay, Gina V	11/25/89	31	12	8	92,653.00	27,054.68	1	Reg
UCO	21		1010	0100	F	00088774	Human Resources Manager	Ford, Setrena D	4/13/98	22	14	0	110,297.00	32,206.72	1	Reg
UCO	21		1010	0100	F	00092109	Training and Organizational De	Hott, Marsha A	8/25/14	6	13	6	101,758.00	29,713.34	1	Reg
UCO	21		1010	0100	F	00102660	Human Resources Specialist	Norville, Sambeth	1/26/15	6	11	5	69,429.00	20,273.27	1	Reg
UCO	21		1060	1630	F	00009047	Attorney Advisor	Siegel, Jared H.	1/22/19	2	12	3	92,126.00	26,900.79	1	Reg
UCO	21		1060	0100	F	00077559	General Counsel	Hises, Dionne	10/25/10	10	1	0	153,660.76	44,868.94	1	Reg
UCO	21		1087	0100	F	00001893	Dispatcher	Fana, Aureima	6/16/03	17	11	9	86,463.00	25,247.20	1	Reg
UCO	21		1087	0100	F	00003626	Telecomm Equipment Operator	Loggi, Carmen E	6/16/03	17	8	10	69,848.00	20,395.62	1	Reg
UCO	21		1087	0100	F	00003707	Customer Service Representativ	Sasagawa Coleman, Sumie	10/21/02	18	8	10	64,607.00	18,865.24	1	Reg
UCO	21		1087	0100	F	00004610	Dispatcher	Hultz, Ana M	1/26/15	6	11	6	79,650.00	23,257.80	1	Reg
UCO	21		1087	0100	F	00007009	Dispatcher	TEFERA, NEBEYOU T	2/6/06	15	11	7	81,921.00	23,920.93	1	Reg
UCO	21		1087	0100	F	00007934	Dispatcher	Velasco, Ana M	9/8/92	28	11	10	88,734.00	25,910.33	1	Reg
UCO	21		1087	0100	F	00013925	Dispatcher	MURILLO, SEBASTIAN	3/20/06	14	11	5	77,379.00	22,594.67	1	Reg
UCO	21		1087	0100	F	00014040	Dispatcher	Higgs, Raquel	7/28/03	17	11	9	86,463.00	25,247.20	1	Reg
UCO	21		1087	0100	F	00015077	Dispatcher	Hernandez, Nury M	7/28/03	17	11	9	86,463.00	25,247.20	1	Reg
UCO	21		1087	0100	F	00019348	Dispatcher	Serpas, Dominga D	12/7/87	33	11	10	88,734.00	25,910.33	1	Reg
UCO	21		1087	0100	F	00019368	Telecomm Equipment Operator	Avalos, Brenda Y	10/29/07	13	8	8	66,432.00	19,398.14	1	Reg
UCO	21		1087	0100	F	00019453	Telecomm Equipment Operator	Akinsola, Akeleoke E	10/4/01	19	8	10	69,848.00	20,395.62	1	Reg
UCO	21		1087	0100	F	00023338	Dispatcher	Tobar, Wilson A	2/6/06	15	11	6	79,650.00	23,257.80	1	Reg
UCO	21		1087	0100	F	00023180	Customer Service Representativ	Zanelli, Juan-Martin C	12/26/06	14	8	8	61,407.00	17,930.84	1	Reg
UCO	21		1087	0100	F	00023512	Dispatcher	Albrha, Nebeyleuel A	2/2/06	15	11	6	79,650.00	23,257.80	1	Reg
UCO	21		1087	0100	F	00026160	Telecomm Equipment Operator	Sowah, McMillis E	8/7/06	14	8	8	66,432.00	19,398.14	1	Reg
UCO	21		1087	0100	F	00027648	Dispatcher	Nazario, Sylvia Yvette	9/8/92	28	11	10	88,734.00	25,910.33	1	Reg
UCO	21		1087	0100	F	00032025	Dispatcher	Williams, Michelle P	5/16/93	27	11	10	88,734.00	25,910.33	1	Reg
UCO	21		1087	0100	F	00032214	Telecomm Equipment Operator	Elliott, Tekuay L.	9/5/17	5	8	3	57,892.00	16,904.46	1	Reg
UCO	21		1087	0100	F	00032263	Telecomm Equip Operator - Bili	Montero, Marisela J.	2/6/06	15	8	10	69,848.00	20,395.62	1	Reg
UCO	21		1087	0100	F	00077738	Customer Service Rep.	DULITSKAYA, MARIAM	5/2/05	16	8	10	64,607.00	18,865.24	1	Reg
UCO	21		1090	1630	F	00010474	Program Analyst	Ullman-Weems, Yolanda	12/22/08	12	12	10	105,339.00	30,758.99	1	Reg
UCO	21		1090	1630	F	00093219	Interim Director	Subido, Cleo Gratielle	6/10/01	19	8	10	150,935.46	44,078.99	1	Reg
UCO	21		1090	1630	F	00065403	Program Analyst	Miranda, Macrazon V	8/18/97	23	12	9	107,782.00	30,012.34	1	Reg
UCO	21		1090	1630	F	00073737	Program Manager	Ross, Kipling	6/22/98	22	14	0	152,180.00	44,436.56	1	Reg
UCO	21		1090	1630	F	00075491	CHIEF OF OPERATIONS	Anderson, Arrelle D	5/30/17	5	16	0	149,981.55	43,794.61	1	Reg
UCO	21		1090	0100	F	00077698	Public Affairs Specialist	Drumgoole, Danielle	10/29/18	2	12	3	80,848.00	23,607.62	1	Reg
UCO	21		1090	1630	F	00084832	Inventory Management Specialis	Roberts, James	5/22/00	20	11	6	77,322.00	22,551.74	1	Reg
UCO	21		1090	1630	F	00088157	Public Information Officer	Gattison, Wanda D.	11/24/08	12	13	0	115,734.10	33,794.36	1	Reg
UCO	21		1090	1630	F	00092098	Chief of Professional Standard	Bucksell, Ingrid N	6/9/97	22	14	0	126,291.96	36,877.25	1	Reg
UCO	21		1090	1630	F	00095040	Program Analyst	Galloway, Brittany	6/2/14	6	13	10	113,002.00	32,996.58	1	Reg
UCO	21		1090	1630	F	00095155	Special Assistant	Brown, Kelly A	10/5/98	22	14	10	133,537.00	38,992.80	1	Reg
UCO	21		1090	1630	F	00095178	Chief of Operations (911)	Sullivan, Lajuan N	12/10/84	36	15	0	119,705.36	34,953.97	1	Reg
UCO	21		1090	1630	F	00098219	Chief of Special Operations an	McSaffin, Heather Marie	10/26/20	0	15	0	110,006.00	32,121.75	1	Reg
UCO	21		1090	1630	F	00100106	Financial Analyst	Bairdick, William	2/18/21	1	11	1	61,521.00	17,964.14	1	Temp
UCO	21		2010	0100	F	00004970	Telecommunications Equipment O	Sullivan, Charmaine C.	9/21/15	5	8	4	59,600.00	17,403.20	1	Reg
UCO	21		2010	0100	F	00005293	Telecomm Equipment Operator	Franks, Nikkia	1/22/19	2	7	1	52,269.00	15,262.55	1	Reg
UCO	21		2010	0100	F	00005351	Telecommunications Equipment O	Sanders, Lauren	1/4/21	0	5	1	45,943.00	13,415.36	1	Reg
UCO	21		2010	0100	F	00005677	Asst Watch Commander	Alexander, Denise E	7/6/87	33	12	0	94,144.27	27,490.13	1	Reg
UCO	21		2010	0100	F	00006151	Telecomm Equipment Operator	Groomes, Melissa S.	9/5/17	5	8	3	57,892.00	16,904.46	1	Reg
UCO	21		2010	0100	F	00006252	Asst Watch Commander	Crews, Lavear P	11/20/89	31	12	0	87,615.68	25,583.78	1	Reg
UCO	21		2010	0100	F	00011589	Telecomm Equipment Operator	Reynolds, London	1/22/19	1	7	1	52,269.00	15,262.55	1	Reg
UCO	21		2010	0100	F	00013929	Telecommunications Equipment O	Herbin, Sean Anthony	1/4/21	0	5	1	45,943.00	13,415.36	1	Reg
UCO	21		2010	0100	F	00014411	Telecomm Equipment Operator	Richardson, Sabrina A	8/16/99	21	8	10	69,848.00	20,395.62	1	Reg
UCO	21		2010	0100	F	00014522	Telecomm Equipment Operator	Whitfield, Tashya	12/8/08	12	8	8	66,432.00	19,398.14	1	Reg
UCO	21		2010	0100	F	00014608	Telecomm Equipment Operator	Williams, Lavesta A	6/10/01	17	8	9	69,848.00	19,895.24	1	Reg
UCO	21		2010	0100	F	00014728	Telecomm Equipment Operator	Porter, Sharon A	1/22/19	1	7	1	52,269.00	15,262.55	1	Reg
UCO	21		2010	0100	F	00014792	Telecomm Equipment Operator	Morris, Crystal L	12/8/08	12	8	8	66,432.00	19,398.14	1	Reg
UCO	21		2010	0100	F	00017028	Telecomm Equipment Operator	Garnett, Rolonda	1/22/19	2	7	1	52,269.00	15,262.55	1	Reg
UCO	21		2010	0100	F	00017051	Telecomm Equipment Operator	Beamon, Elauntancye T	4/20/15	5	8	4	59,600.00	17,403.20	1	Reg
UCO	21		2010	0100	F	00017437	Telecommunications Equipment O	Chapman, Jordan	1/4/21	0	5	1	45,943.00	13,415.36	1	Reg
UCO	21		2010	0100	F	00017550	Telecomm Equipment Operator	Schack, Catina V	9/26/10	10	8	7	64,724.00	18,899.41	1	Reg
UCO	21		2010	0100	F	00017783	Asst Watch Commander	McCooy, Elma D	7/20/87	33	12	0	85,213.93	24,882.47	1	Reg
UCO	21		2010	0100	F	00017983	Telecomm Equipment Operator	Lee, Vera D	5/26/98	22	8	10	69,848.00	20,395.62	1	Reg
UCO	21		2010	0100	F	00018141	Telecommunications Equipment O	Harris, DeYan	1/4/21	0	5	1	45,943.00	13,415.36	1	Reg
UCO	21		2010	0100	F	00018492	Telecomm Equipment Operator	Wood, Jenee A	9/5/17	3	8	3	57,892.00	16,904.46	1	Reg
UCO	21		2010	0100	F	00018864	Telecomm Equipment Operator	Barnes, Lakita	9/5/17	3	8	3	57,892.00	16,904.46	1	Reg
UCO	21		2010	0100	F	00019132	Telecomm Equipment Operator	Brewner, Rashena K	6/30/03	17	8	10	69,848.00	20,395.62	1	Reg
UCO	21		2010	0100	F	00020434	Telecomm Equipment Operator	Briscoe, Javonne Victoria	1/22/19	2	7	1	52,269.00	15,262.55	1	Reg
UCO	21		2010	0100	F	00021097	Telecomm Equipment Operator	Caldwell, Crystal F	3/26/90	30	8	10	69,848.00	20,395.62	1	Reg
UCO	21		2010	0100	F	00021171	Asst Watch Commander	Johnson, La Quencyer c	11/29/93	27	12	0	85,116.49	24,854.02	1	Reg
UCO	21		2010	0100	F	00021632	Telecomm Equipment Operator	Benford, Deborah G	4/4/05	15	8	10	69,848.00	20,395.62	1	Reg
UCO	21		2010	0100	F	00022344	Asst Watch Commander	Wright, Ladonna M	5/8/00	20	12	0	82,024.79	23,951.24	1	Reg
UCO	21		2010	0100	F	00022476	Telecomm Equipment Operator	Staubton, Brittani A	9/5/17	3	8	3	57,892.00	16,904.46	1	Reg
UCO	21		2010	0100	F	00022501	Telecomm Equipment Operator	Simmons, Shavon	9/21/15	5	8	4	59,600.00	17,403.20	1	Reg
UCO	21		2010	0100	F	00023017	Telecommunications Equipment O	Coleman, Kiara	1/4/21	0	5	1	45,943.00	13,415.36	1	Reg
UCO	21		2010	0100	F	00023671	Telecommunications Equipment O	Smith, Syedra	1/4/21	0	5	1	45,943.00	13,415.36	1	Reg
UCO	21		2010	0100	F	00024944	Telecomm Equipment Operator	McGee, Penika	9/5/16	4	5	1	52,269.00	15,262.55	1	Reg
UCO	21		2010	0100	F	00025934	Telecommunications Equipment O	Peterson, Brittany	1/4/21	0	5	1	45,943.00	13,415.36	1	Reg
UCO	21		2010	0100	F	00026259	Telecomm Equipment Operator	Williams, Angela Maria	7/23/07	13	8	8	66,432.00	19,398.14	1	Reg
UCO	21		2010	0100	F	00026494	Telecomm Equipment Operator	Jones, Sharon L	3/19/92	28	8	10	69,848.00	20,395.62	1	Reg
UCO	21		2010	0100	F	00026789	Telecomm Equipment Operator	Washington-Johnson, Nikita A	8/25/99	21	8	10	69,848.00	20,395.62	1	Reg
UCO	21		2010	0100	F	00026838	Telecomm Equipment Operator	Small, Davia	6/16/93	27	8	10	69,848.00	20,395.62	1	Reg
UCO	21		2010	0100	F	00027113	Telecomm Equipment Operator	Pratt, Erricka	5/15/17	3	8	3	57,892.00	16,904.46	1	Reg
UCO	21		201													

UCO	21		2010	0100	F	00088531	Telecomm Equipment Operator	Johnson, Erin Diandra	9/5/17	3	8	3	57,892.00	16,904.46	1	Reg
UCO	21		2010	0100	F	00088532	Telecommunications Equipment O	Jenkins, Kenneth	1/4/21	0	5	1	45,943.00	13,415.36	1	Reg
UCO	21		2010	0100	F	00088534	Telecommunications Equipment O	Huff, Jesyka	1/4/21	0	5	1	45,943.00	13,415.36	1	Reg
UCO	21		2010	0100	F	00088542	Telecomm Equipment Operator	Hill, Raquel	7/18/11	9	8	4	59,600.00	17,403.20	1	Reg
UCO	21		2010	0100	F	00088543	Telecomm Equipment Operator	Deria, Miriam	6/27/16	4	8	4	59,600.00	17,403.20	1	Reg
UCO	21		2010	0100	F	00088544	Telecomm Equipment Operator	Ballester, Aray	6/27/16	4	8	4	59,600.00	17,403.20	1	Reg
UCO	21		2010	0100	F	00088546	Telecomm Equipment Operator	Granados, Kimberly L	12/8/08	12	8	4	59,600.00	17,403.20	1	Reg
UCO	21		2010	0100	F	00088619	Asst Watch Commander	Johnson, Lauren M	2/12/98	23	12	0	82,024.79	23,951.24	1	Reg
UCO	21		2010	0100	F	00088620	Asst Watch Commander	Jones, Alexandria A	9/8/03	17	12	0	81,543.91	23,810.82	1	Reg
UCO	21		2010	0100	F	00088772	Watch Commander	Richardson, Anthony F	7/28/03	17	13	0	93,776.35	27,382.69	1	Reg
UCO	21		2010	0100	F	00090672	Watch Commander	Gadsden, Alton T	10/14/86	34	13	0	93,949.25	27,433.18	1	Reg
UCO	21		2010	0100	F	00090673	Watch Commander	Williams Jr., Calvin V	12/13/85	35	13	0	93,776.43	27,382.72	1	Reg
UCO	21		2010	0100	F	00094773	Supervisory Customer Service R	Marrow, Vanessa O	10/7/89	31	11	0	69,105.14	20,178.70	1	Reg
UCO	21		2010	0100	F	00096916	Telecomm Equipment Operator	Raymond, Kenya	3/20/17	3	7	1	52,269.00	15,262.55	1	Reg
UCO	21		2010	0100	F	00096917	Telecomm Equipment Operator	Smalley, Colandria A.	9/6/16	4	7	1	52,269.00	15,262.55	1	Reg
UCO	21		2010	0100	F	00096919	Telecomm Equipment Operator	Davis, Michael	4/17/18	2	7	1	52,269.00	15,262.55	1	Reg
UCO	21		2010	0100	F	00096921	Telecomm Equipment Operator	Johnson, Tiffany J	10/9/07	13	7	1	52,269.00	15,262.55	1	Reg
UCO	21		2010	0100	F	00096922	Telecomm Equipment Operator	Bunting, Ashley	5/28/19	1	7	1	52,269.00	15,262.55	1	Reg
UCO	21		2010	0100	F	00096923	Telecomm Equipment Operator	Bannister, Aulaysha	5/28/19	1	7	1	52,269.00	15,262.55	1	Reg
UCO	21		2010	0100	F	00096924	Telecomm Equipment Operator	Paige, Demia	5/28/19	1	7	1	52,269.00	15,262.55	1	Reg
UCO	21		2010	0100	F	00096926	Telecomm Equipment Operator	Hawkins, Jaelyn	5/28/19	1	7	1	52,269.00	15,262.55	1	Reg
UCO	21		2010	0100	F	00096927	Telecomm Equipment Operator	Clark, Ronieka	9/6/16	4	7	1	52,269.00	15,262.55	1	Reg
UCO	21		2010	0100	F	00096928	Telecomm Equipment Operator	Jenkins, Tia T	9/18/17	3	7	1	52,269.00	15,262.55	1	Reg
UCO	21		2010	0100	F	00096929	Telecomm Equipment Operator	Harris, Jasmine C	9/18/17	3	7	1	52,269.00	15,262.55	1	Reg
UCO	21		2010	0100	F	00096930	Telecomm Equipment Operator	WHITE III, OSSIE	5/28/19	1	7	1	52,269.00	15,262.55	1	Reg
UCO	21		2020	0100	F	00003243	Dispatcher	Bender, Ricky D.	10/15/95	25	11	10	88,734.00	25,910.33	1	Reg
UCO	21		2020	0100	F	00004326	Dispatcher	Slower, Bertha A	9/30/96	24	11	10	88,734.00	25,910.33	1	Reg
UCO	21		2020	0100	F	00004835	Dispatcher	Johnson, Chen L	9/28/98	25	11	9	88,734.00	25,910.33	1	Reg
UCO	21		2020	0100	F	00006011	Dispatcher	Banks, James A	12/8/08	12	11	6	79,650.00	23,257.80	1	Reg
UCO	21		2020	0100	F	00006112	Dispatcher	Fair, Jatandra R	1/26/15	6	11	6	79,650.00	23,257.80	1	Reg
UCO	21		2020	0100	F	00007120	Dispatcher	Thompson, Shirayne M	4/12/99	21	11	10	88,734.00	25,910.33	1	Reg
UCO	21		2020	0100	F	00007357	Dispatcher	Brown, Eric P	7/6/98	22	11	10	88,734.00	25,910.33	1	Reg
UCO	21		2020	0100	F	00009686	Dispatcher	Faltz, Kristen N	6/30/03	17	11	7	81,921.00	23,920.93	1	Reg
UCO	21		2020	0100	F	00009807	Dispatcher	Daniels, Cynthia A	10/6/03	17	11	9	86,463.00	25,247.20	1	Reg
UCO	21		2020	1630	F	00011543	Dispatcher	Ross, Danielle L	9/14/98	22	11	10	88,734.00	25,910.33	1	Reg
UCO	21		2020	0100	F	00012153	Dispatcher	Sanford, Virginia G	5/22/00	20	11	9	86,463.00	25,247.20	1	Reg
UCO	21		2020	0100	F	00012597	Dispatcher	Billingsley, Eugene	5/8/00	20	11	9	86,463.00	25,247.20	1	Reg
UCO	21		2020	1630	F	00013958	Dispatcher	Dammoun, Desirae	6/27/16	4	10	1	64,208.00	18,748.74	1	Reg
UCO	21		2020	0100	F	00014138	Dispatcher	Sampson, Larvenia A	6/16/03	17	11	9	86,463.00	25,247.20	1	Reg
UCO	21		2020	0100	F	00014259	Dispatcher	Hernond, Delisa L	2/23/04	16	11	9	86,463.00	25,247.20	1	Reg
UCO	21		2020	0100	F	00014298	Dispatcher	Dayne, Melissa	3/22/99	21	11	9	86,463.00	25,247.20	1	Reg
UCO	21		2020	0100	F	00014767	Dispatcher	Champion, Bay, Theyyzer	7/11/96	24	11	10	88,734.00	25,910.33	1	Reg
UCO	21		2020	0100	F	00014944	Dispatcher	Adams, Charmisa L	8/7/96	24	11	9	86,463.00	25,247.20	1	Reg
UCO	21		2020	0100	F	00015061	Dispatcher	Gete, Yolanda T	10/4/08	12	11	6	79,650.00	23,257.80	1	Reg
UCO	21		2020	0100	F	00017061	Dispatcher	Williams, Rosylnd	9/30/96	24	11	9	86,463.00	25,247.20	1	Reg
UCO	21		2020	0100	F	00017203	Dispatcher	Ramsey, Christa J	6/30/03	17	11	9	86,463.00	25,247.20	1	Reg
UCO	21		2020	0100	F	00017238	Dispatcher	Alexander Wingate, Karen D	11/22/88	32	11	10	88,734.00	25,910.33	1	Reg
UCO	21		2020	0100	F	00017533	Dispatcher	Hall, JuWanna M	11/5/90	30	11	10	88,734.00	25,910.33	1	Reg
UCO	21		2020	0100	F	00017690	Dispatcher	Tyson, Theodosia I	7/17/89	31	11	10	88,734.00	25,910.33	1	Reg
UCO	21		2020	0100	F	00017701	Dispatcher	Morgan, Sharon Y	12/26/95	25	11	9	86,463.00	25,247.20	1	Reg
UCO	21		2020	1630	F	00017971	Dispatcher	Thurston, Michelle	3/27/82	38	11	10	88,734.00	25,910.33	1	Reg
UCO	21		2020	1630	F	00018117	Dispatcher	Brown, Sharane H	12/7/87	33	11	10	88,734.00	25,910.33	1	Reg
UCO	21		2020	0100	F	00018188	Dispatcher	Thompson, Jacqueline	2/24/04	16	11	9	86,463.00	25,247.20	1	Reg
UCO	21		2020	0100	F	00018195	Dispatcher	Henson, Donnett V	5/8/00	20	11	9	86,463.00	25,247.20	1	Reg
UCO	21		2020	0100	F	00018273	Dispatcher	Rice Robinson, Gayle E	10/6/87	33	11	10	88,734.00	25,910.33	1	Reg
UCO	21		2020	0100	F	00018290	Dispatcher	Shields, Michele D	4/22/91	30	11	10	88,734.00	25,910.33	1	Reg
UCO	21		2020	0100	F	00018346	Dispatcher	Tate, Manuel L	7/23/07	13	11	5	77,379.00	22,594.67	1	Reg
UCO	21		2020	0100	F	00018439	Dispatcher	Tasker, Teresa L	10/25/99	21	11	10	88,734.00	25,910.33	1	Reg
UCO	21		2020	0100	F	00018471	Dispatcher	Black, Sherry Jean	8/18/86	34	11	10	88,734.00	25,910.33	1	Reg
UCO	21		2020	0100	F	00018570	Dispatcher	Perry, Carissa	1/26/15	6	11	6	79,650.00	23,257.80	1	Reg
UCO	21		2020	0100	F	00018672	Dispatcher	Gaston, Kendel	9/30/99	31	11	9	86,463.00	25,247.20	1	Reg
UCO	21		2020	0100	F	00019135	Dispatcher	Williams, Tracey P	10/1/88	33	11	10	88,734.00	25,910.33	1	Reg
UCO	21		2020	0100	F	00020804	Dispatcher	Johnson, Stewart H	11/22/91	39	11	10	88,734.00	25,910.33	1	Reg
UCO	21		2020	1630	F	00021054	Dispatcher	Lewis, Bridget M	1/6/97	34	11	9	86,463.00	25,247.20	1	Reg
UCO	21		2020	0100	F	00021981	Dispatcher	Carr, Jacqueline	8/10/92	38	11	9	86,463.00	25,247.20	1	Reg
UCO	21		2020	0100	F	00021987	Dispatcher	Freeman, Tyneeka L	4/18/05	15	11	6	79,650.00	23,257.80	1	Reg
UCO	21		2020	1630	F	00022297	Dispatcher	Bethea, Wanda Y	5/5/97	33	11	10	88,734.00	25,910.33	1	Reg
UCO	21		2020	0100	F	00022322	Dispatcher	Trent, Iris	3/10/03	18	11	9	86,463.00	25,247.20	1	Reg
UCO	21		2020	1630	F	00022754	Dispatcher	Brooks, Brenda A	5/6/90	30	11	10	88,734.00	25,910.33	1	Reg
UCO	21		2020	0100	F	00022757	Dispatcher	Marable, Michael M	12/11/95	25	11	10	88,734.00	25,910.33	1	Reg
UCO	21		2020	0100	F	00022847	Dispatcher	Glasker, Keturah T	4/18/05	15	11	6	79,650.00	23,257.80	1	Reg
UCO	21		2020	0100	F	00022863	Dispatcher	Johnson, Arielle Imani	2/26/15	6	11	2	70,566.00	20,605.27	1	Reg
UCO	21		2020	0100	F	00022864	Dispatcher	Branch, Katrina L	5/20/96	25	11	8	84,192.00	24,584.06	1	Reg
UCO	21		2020	0100	F	00022980	Dispatcher	Green, Nicole	12/17/01	19	11	9	86,463.00	25,247.20	1	Reg
UCO	21		2020	0100	F	00023028	Dispatcher	Johnson, Victoria M	1/4/94	27	11	10	88,734.00	25,910.33	1	Reg
UCO	21		2020	0100	F	00023182	Dispatcher	Brown, Crystal L	1/13/97	25	11	10	88,734.00	25,910.33	1	Reg
UCO	21		2020	0100	F	00023230	Dispatcher	Jones, Keena Y	7/12/93	27	11	10	88,734.00	25,910.33	1	Reg
UCO	21		2020	0100	F	00023248	Dispatcher	Simms, Swayne	3/15/99	22	11	10	88,734.00	25,910.33	1	Reg
UCO	21		2020	0100	F	00023795	Dispatcher	Jenkins, Kelly	2/3/97	24	11	10	88,734.00	25,910.33	1	Reg
UCO	21		2020	0100	F	00024649	Dispatcher	Joy, Keisha A	6/30/03	17	11	8	84,192.00	24,584.06	1	Reg
UCO	21		2020	0100	F	00024875	Dispatcher	Wilder, Briyana L	6/21/10	10	11	6	79,650.00	23,257.80	1	Reg
UCO	21		2020	0100	F	00025840	Dispatcher	Morris, Carolyn M	1/23/92	29	11	10	88,734.00	25,910.33	1	Reg
UCO	21		2020	0100	F	00025851	Dispatcher	Taylor, Andrea D	5/27/97	23	11	10	88,734.00	25,910.33	1	Reg
UCO	21		2020	1630	F	00025925	Dispatcher	King, Kevin M	10/1/88	33	11	10</				

UCO	21			3020	0100	F	00023887	Customer Service Rep.	Morris, Anjel	7/11/16	4	8	3	53,407.00	15,594.84	1	Reg
UCO	21			3020	0100	F	00026651	Customer Service Representative	Walker-Williams, Cynthia R	11/4/02	8	8	10	64,607.00	18,865.24	1	Reg
UCO	21			3020	0100	F	00031984	311 Operations Team Leader	Lawson, Darlene	4/8/02	8	9	8	67,578.00	19,732.78	1	Reg
UCO	21			3020	0100	F	00032049	Customer Service Rep.	Enoch, Michelle Yvonne	6/16/03	7	8	10	64,607.00	18,865.24	1	Reg
UCO	21			3020	0100	F	00032058	Customer Service Rep.	Horton, Jasmine L.	6/24/19	1	7	1	45,718.00	13,349.66	1	Reg
UCO	21			3020	0100	F	00032068	Customer Service Representative	Williams, Sabrina F	11/21/07	13	8	8	61,407.00	17,930.84	1	Reg
UCO	21			3020	0700	F	00032069	Customer Service Rep.	Miller, Diane	9/16/19	1	7	1	45,718.00	13,349.66	1	Reg
UCO	21			3020	0100	F	00045518	Customer Service Representative	Blanks, George	11/13/17	3	8	2	51,807.00	15,127.64	1	Reg
UCO	21			3020	0100	F	00045523	Customer Service Representative	Bordeaux, Colin J.	4/30/18	2	8	2	51,807.00	15,127.64	1	Reg
UCO	21			3020	0100	F	00047372	Customer Service Representative	Middleton, Tearsha	9/6/16	4	8	3	53,407.00	15,594.84	1	Reg
UCO	21			3020	0100	F	00047375	Customer Service Representative	Washington, Janice Marie	3/31/08	12	8	7	59,807.00	17,463.64	1	Reg
UCO	21			3020	0100	F	00047376	Customer Service Specialist	Cureton, Mary A	9/6/88	32	9	10	71,106.00	20,762.95	1	Reg
UCO	21			3020	0100	F	00047377	Customer Service Specialist	Curley, Phyllis	2/1/99	22	9	9	69,342.00	20,247.86	1	Reg
UCO	21			3020	0100	F	00047378	Customer Service Specialist	Scruggs, Janie L	2/28/90	31	9	10	71,106.00	20,762.95	1	Reg
UCO	21			3020	0100	F	00047413	Customer Service Specialist	Hawkins, Akime E	4/18/05	5	8	9	69,342.00	20,247.86	1	Reg
UCO	21			3020	0100	F	00047414	Customer Service Specialist	McNeill, Toney R	11/13/01	19	9	9	69,342.00	20,247.86	1	Reg
UCO	21			3020	0100	F	00047415	Customer Service Specialist	Wash W, John	1/8/02	19	9	10	71,106.00	20,762.95	1	Reg
UCO	21			3020	0100	F	00047416	Customer Service Representative	Williams, Ebony A	12/8/08	12	8	6	58,207.00	16,996.44	1	Reg
UCO	21			3020	0100	F	00047417	Customer Service Specialist	Chavarria Guzman, Nancy	4/7/03	7	9	9	69,342.00	20,247.86	1	Reg
UCO	21			3020	0100	F	00050958	Customer Service Representative	Best, Laverne	6/12/06	14	8	7	59,807.00	17,463.64	1	Reg
UCO	21			3020	0100	F	00050959	Customer Service Representative	Green, Thearl R	6/12/06	14	8	7	59,807.00	17,463.64	1	Reg
UCO	21			3020	0100	F	00051081	Customer Service Rep.	Merritt, Aisha	5/16/18	2	7	1	45,718.00	13,349.66	1	Reg
UCO	21			3020	0100	F	00051082	Customer Service Representative	Hailstorks, Amanda T	12/8/08	12	8	5	56,607.00	16,529.24	1	Reg
UCO	21			3020	0100	F	00051149	Customer Service Representative	Watson, Ikeisha S	10/26/09	11	8	6	58,207.00	16,996.44	1	Reg
UCO	21			3020	0100	F	00070725	Customer Service Representative	Thompson, Tomalika	4/17/18	2	8	2	51,807.00	15,127.64	1	Reg
UCO	21			3020	0100	F	00073023	Customer Service Representative	Young, Kieola	9/6/16	4	8	3	53,407.00	15,594.84	1	Reg
UCO	21			3020	0100	F	00073320	Customer Service Representative	Jones-Champion, Valerie L	7/3/10	10	8	6	58,207.00	16,996.44	1	Reg
UCO	21			3020	0100	F	00073578	Customer Service Representative	Perkins, Angie Marie	7/19/10	13	8	6	58,207.00	16,996.44	1	Reg
UCO	21			3020	0700	F	00073679	Customer Service Rep.	Baggott, Shelby M.	4/27/20	0	6	1	41,259.00	12,047.63	1	Temp
UCO	21			3020	0700	F	00073681	Customer Service Rep.	Gaskin, Marcia K.	4/27/20	0	6	1	41,259.00	12,047.63	1	Temp
UCO	21			3020	0700	F	00073682	Customer Service Rep.	Richardson, Terrace M.	6/24/19	1	6	2	42,697.00	12,467.52	1	Temp
UCO	21			3020	0100	F	00073685	Customer Service Representative	Bragg, Priscilla A.	12/29/14	6	8	4	55,007.00	16,062.04	1	Reg
UCO	21			3020	0100	F	00073687	Customer Service Representative	Brown, Bessel R	6/27/11	9	8	6	58,207.00	16,996.44	1	Reg
UCO	21			3020	0100	F	00077736	Customer Service Rep.	Carr, Doreen Y	11/1/04	16	8	10	64,607.00	18,865.24	1	Reg
UCO	21			3020	0100	F	00077741	Customer Service Representative	Young, Courtney N	9/18/17	3	8	3	53,407.00	15,594.84	1	Reg
UCO	21			3020	0100	F	00077743	Customer Service Rep.	Sanwar, Spozmai	1/12/05	16	8	10	64,607.00	18,865.24	1	Reg
UCO	21			3020	0700	F	00085196	Customer Service Rep.	Burgess, Marquita R.	7/20/20	0	6	1	41,259.00	12,047.63	1	Temp
UCO	21			3020	0100	F	00087659	Call Center Operations Mgr	Bailey, Norman	12/29/14	6	13	0	99,776.00	27,382.59	1	Reg
UCO	21			3020	0100	F	00088530	Customer Service Rep.	Mattox, Jennine	7/11/16	4	8	3	51,807.00	15,127.64	1	Reg
UCO	21			3020	0100	F	00088540	Customer Service Rep.	Williams, Kimara	4/17/18	2	7	2	47,307.00	13,813.64	1	Reg
UCO	21			3020	0100	F	00088570	Call Center Operations Mgr	Martin, Tameka N.	8/24/15	5	13	0	95,977.48	28,025.42	1	Reg
UCO	21			3020	0100	F	00093945	Customer Service Rep.	Woodland, Robinette D	9/6/16	4	7	3	48,896.00	14,277.63	1	Reg
UCO	21			3020	0100	F	00093946	Customer Service Rep.	Watkins, Ivan T.	8/6/18	2	7	1	45,718.00	13,349.66	1	Reg
UCO	21			3020	0100	F	00093947	Customer Service Representative	Parker, Karen L.	6/26/17	3	8	2	51,807.00	15,127.64	1	Reg
UCO	21			3020	0100	F	00093948	Customer Service Representative	Hood, Tiauna S	9/6/16	4	8	3	53,407.00	15,594.84	1	Reg
UCO	21			3020	0100	F	00093949	Customer Service Representative	Burrell, Angela D	4/14/08	12	8	10	64,607.00	18,865.24	1	Reg
UCO	21			3020	0100	F	00093950	Customer Service Rep.	Riley, Chappelle	11/13/18	2	7	1	45,718.00	13,349.66	1	Reg
UCO	21			3020	0100	F	00093951	Customer Service Representative	Roberts, Shardy N	9/6/16	4	8	3	53,407.00	15,594.84	1	Reg
UCO	21			3020	0100	F	00093952	Customer Service Rep.	Walker, Lashell	7/27/19	1	7	1	45,718.00	13,349.66	1	Reg
UCO	21			3020	0100	F	00093953	Customer Service Rep.	Durham, Ty Measha M	9/4/18	3	7	1	45,718.00	13,349.66	1	Reg
UCO	21			3020	0100	F	00093954	Customer Service Representative	McCrae, Danika P	9/18/17	3	8	3	53,407.00	15,594.84	1	Reg
UCO	21			3020	0100	F	00093955	Customer Service Representative	Blue, Kala M	9/18/17	3	8	3	53,407.00	15,594.84	1	Reg
UCO	21			3020	0100	F	00093956	Customer Service Rep.	Rodriguez, Nicollee	12/17/18	2	7	1	45,718.00	13,349.66	1	Reg
UCO	21			3020	0100	F	00093957	Customer Service Representative	Cooks, Lauren A	9/18/17	3	8	3	53,407.00	15,594.84	1	Reg
UCO	21			3020	0100	F	00093958	Customer Service Representative	Smith, Antonia D.	9/18/17	3	8	3	53,407.00	15,594.84	1	Reg
UCO	21			3020	0100	F	00093961	Customer Service Representative	Fletcher, Ameshia M	9/18/17	3	8	3	53,407.00	15,594.84	1	Reg
UCO	21			3020	0100	F	00093962	Customer Service Representative	Hinnant, Jada	6/26/17	3	8	2	51,807.00	15,127.64	1	Reg
UCO	21			3020	0100	F	00093963	Customer Service Rep.	Gray, Fimya C	6/26/17	3	7	1	45,718.00	13,349.66	1	Reg
UCO	21			3020	0100	F	00093964	Customer Service Representative	Strung, Keya R	9/18/17	3	8	3	53,407.00	15,594.84	1	Reg
UCO	21			3020	0100	F	00093965	Customer Service Representative	Butter, Tara S	9/18/17	3	8	3	53,407.00	15,594.84	1	Reg
UCO	21			3020	0100	F	00093966	Customer Service Representative	Palmer, Jazmin O	9/18/17	3	8	3	53,407.00	15,594.84	1	Reg
UCO	21			3020	0100	F	00093967	Customer Service Representative	Diggs, Diamond V	9/18/17	3	8	3	53,407.00	15,594.84	1	Reg
UCO	21			3020	0100	F	00093968	Customer Service Rep.	Wiley, Shameka L	4/27/20	0	6	1	41,259.00	12,047.63	1	Reg
UCO	21			3020	0100	F	00093969	Customer Service Representative	Woodard, Symone J	9/18/17	3	8	3	53,407.00	15,594.84	1	Reg
UCO	21			3020	0100	F	00094774	Supervisory Customer Service R	Pittman-Brice, Sharron M	3/17/08	12	11	0	69,105.14	20,178.70	1	Reg
UCO	21			3020	0100	F	00094775	Supervisory Customer Service R	Zackey, Shadonna M	6/22/94	26	11	0	70,337.67	20,538.60	1	Reg
UCO	21			3020	0100	F	00096939	Chief of Operations (311)	WALKER JR, MARCELLUS C.	7/23/07	13	15	0	119,706.00	34,954.15	1	Reg
UCO	21			4010	1630	F	00014085	Computer Assistant	Quick, Kevin	8/31/20	0	6	4	45,573.00	13,307.32	1	Reg
UCO	21			4010	1630	F	00017501	Computer Assistant	Hudson, Isoka	9/17/18	2	7	3	48,896.00	14,277.63	1	Reg
UCO	21			4010	1630	F	00022400	Computer Assistant	Williams, Christian	9/17/18	2	7	3	48,896.00	14,277.63	1	Reg
UCO	21			4010	1630	F	00027141	Computer Assistant	Behrens, Shane	9/17/18	2	7	3	48,896.00	14,277.63	1	Reg
UCO	21			4010	1630	F	00027569	Computer Assistant	Claborn II, Melvin	9/17/18	2	7	3	48,896.00	14,277.63	1	Reg
UCO	21			4010	1630	F	00031920	Computer Assistant	Murrell, Mia Angelle	9/17/18	3	7	3	48,896.00	14,277.63	1	Reg
UCO	21			4010	1630	F	00032006	Computer Assistant	Middleton, Jarock	3/7/20	1	6	10	54,201.00	15,826.69	1	Reg
UCO	21			4010	1630	F	00032097	Information Technology Special	Messina, Tadelech	2/4/19	2	9	3	58,758.00	17,157.34	1	Reg
UCO	21			4010	1630	F	00032211	Information Technology Special	Haskell, Jordan	9/17/18	2	9	6	64,050.00	18,702.60	1	Reg
UCO	21			4010	1630	F	00032234	INFORMATION TECHNOLOGY SPECIAL	Shanks, Shawn	3/2/20	1	9	8	67,578.00	19,732.78	1	Reg
UCO	21			4010	1630	F	00032237	Information Technology Special	Gasgan, Brian	9/17/18	2	12	3	87,440.00	25,532.48	1	Reg
UCO	21			4010	1630	F	00085557	Information Technology Special	Harris, Veeda	9/17/18	2	12	4	89,997.00	26,279.12	1	Reg
UCO	21			4010	1630	F	00088528	Information Technology Special	Peterson, Jonathan W	9/17/18	2	12	4	89,997.00	26,279.12	1	Reg
UCO	21			4020	1630	F	00003977	Electronics Engineer	Wilson, Clyde O	11/27/07	13	12	10	105,339.00	30,758.99	1	Reg
UCO	21			4020	1630												

Project Code	Project Title	STATUS			Operating Impact	Scope of Work & Project Status	Lifetime Budget	Allotment Balance	FY20 Budget Request	FY21 Budget Request
		FY19	FY20	FY21						
AFC02	IT Hardware 911/311 Systems	Begun	In Progress	In Progress	None	This project replaces end of life IT Hardware every five years per manufacturer recommendations. The following equipment is scheduled for Upgrade / Replacement in FY21: (1) 911-311 Avaya Systems Upgrade - Avaya is the telephone call system for incoming 311 calls (\$250K) and (2) 911-311 Workstations replacement (\$300K).	\$5,312,000.00	\$764,589.87	\$800,000	\$600,000
CERCE	UCC Electrical Reconfiguration	Begun	In Progress	In Progress	None	The UCC is operating with aging electrical equipment that require replacement. Several power outages have caused impact to 911 operations. This project upgrades the facility to a Tier 4 facility and replaces aging equipment and increasing redundancy and availability.	\$8,400,000.00	\$621,365.99	\$5,400,000	\$0
DCCUC	911/311 Dispatch Consoles	Begun	In Progress	Concluded	None	Replacement of 911/311 Dispatch Consoles, electrical and structured cabling infrastructure. New Dispatch Consoles updated electrical and structure data cabling was completed in July 2020 at the UCC.	\$4,000,000.00	\$238,503.08	\$1,700,000	\$0

Project Code	Project Title	STATUS			Operating Impact	Scope of Work & Project Status	Lifetime Budget	Allotment Balance	FY20 Budget Request	FY21 Budget Request
		FY19	FY20	FY21						
DWB02	IT Software (911/311 Applications)	Begun	In Progress	In Progress	None	This project replaces or upgrades 911-311 software applications for security and performance enhancements as recommended by the manufacturer. For FY21, the following Software are scheduled to be implemented. 1. CAD Oncall Analytics, utilizes 911 events data for assessing, reporting, and optimizing public safety tasks 2. Mobile Data Computers (MDC) security software 3. 311 Remote Call Taking (Cloud based application)	\$3,450,000.00	\$1,41,488.48	\$750,000	\$0
UC2TD	IT and Communications Upgrade	In Progress	In Progress	In Progress	None	This project upgrades critical communications infrastructure used for 911-311 emergency communications. Radio sites infrastructure such as communication towers, electrical infrastructure equipment such as generators, UPS, tower, antennas, equipment shelters need to be upgraded based on the lifecycle of the equipment. FY21 is the beginning of the 4D Tower Replacement.	\$34,625,000.00	\$3,861,523.88	\$0	\$1,500,000

Project Code	Project Title	STATUS			Operating Impact	Scope of Work & Project Status	Lifetime Budget	Allotment Balance	FY20 Budget Request	FY21 Budget Request
		FY19	FY20	FY21						
UC302	MDC Replacement for MPD & FEMS		Begun	In Progress	None	This project replaces end of life Mobile Data Computing equipment for FEMS and MPD. The equipment includes Laptops, Mobile routers, and mounting equipment. Since the equipment is used in a rugged environment, it needs to be replaced every 5 years. OUC submitted the requisition to procure the MDC replacements October 2019 (FY20).	\$16,830,000.00	\$9,560,205.07	\$8,000,000	\$1,915,000
UC303	MPD/ FEMS Radio Replacement	N / A	N / A	Begun	None	This project replaces MPD/ FEMS radios based on manufacturer specified end of life of the radios deployed. This is a multi-year replacement project based on the initial deployment date of agency radios. For FY21, this project replaces 2440 MPD portable radios that are at end of life.	\$41,523,927.00	\$14,503,464.95	\$0	\$15,635,587
UC304	911/311 Radio Critical Infrastructure	Begun	In Progress	In Progress	None	This capital project addresses significant concerns with the PSCC's HVAC, electrical, fire suppression, and external / internal finishes to ensure stabilization of the building systems and reconfigure the space to accommodate normal 911-311 operations. The design is planned for completion in March 2021. Construction procurement will begin in April and construction is planned to begin in Fall 2021.	\$14,627,943.00	\$10,615,871.41	\$3,728,000	\$3,600,000

Project Code	Project Title	STATUS			Operating Impact	Scope of Work & Project Status	Lifetime Budget	Allotment Balance	FY20 Budget Request	FY21 Budget Request
		FY19	FY20	FY21						
BAR01	Bidirectional Amplifiers for Radio Coverage	N / A	N / A	Begun	None	Several indoor MPD buildings require radio coverage enhancements due to lack of adequate indoor radio coverage to communicate effectively with field personnel. This project installs Bidirectional Amplifiers (BDA) in mission critical MPD buildings. Funding is allocated over 3 years.	\$3,248,786.00	\$1,255,786	\$0	\$1,255,786
FDA01	FirstNet Distributed Antenna System Deployment	N / A	N / A	Begun	None	Several indoor MPD buildings require FirstNet cellphone coverage enhancements due to inadequate FirstNet services to communicate effectively with field personnel via FirstNet. This project supplements critical MPD inbuilding FirstNet coverage not included in FirstNet's plan.	\$735,000.00	\$735,000.00	\$0	\$735,000.00







FY21 OUC Performance Hearing

FY20 - FY21 Contract, Procurement, and Leases

FY	Vendor Name	PO #	Name of Contract/Procurement	Procurement Type	Amount Obligated	Amount Expended	Funding Source	Competitively Bid	Contract Number	Contract Term	Contract Manager / CA
FY21	Response Doctor, Inc.	PO38811142	FY21 - OUC - OPS - IT/Behavioral FY21 Services/teletraining - SPR	Procurement	579,800.00	\$798,800.00	9111 Fund / SPR	No	N/A	DOA - 9/8/21	Shawn Jones & Britany Galbreath-Minnitt
FY21	THE TRIMAG GROUP, LLC	PO381005	FY21 - OUC - OPS - Consultant - Logistics Specialist 1 - OUC Contract OV64934 - SPR	Contract	535,378.95	\$39,272.30	9111 Fund / SPR	No	OV64934	Oct Year 2	Shawn Jones & Britany Galbreath-Minnitt
FY21	THE TRIMAG GROUP, LLC	PO383076	FY21 - OUC - OPS - Consultant - Logistics Specialist 2 - OUC Contract OV64934 - UC/DOC	Contract	5208,982.40	\$272,151.46	Capital - UC/DOC	No	OV64934	Oct Year 2	Shawn Jones & Britany Galbreath-Minnitt
FY21	THE TRIMAG GROUP, LLC	PO383703	FY21 - OUC - Technology - IT Consultant - Program / Project Manager 1 - OUC Contract OV64934 - Capital	Contract	5273,104.00	\$85,232.80	Capital - SPR	No	OV64934	Oct Year 2	Shawn Jones & Britany Galbreath-Minnitt
FY21	Keyo Corporation	PO388827	FY21 - OUC - Technology - Managed Print Services - SPR	Contract	\$9,209.48	\$95,108.5	9111 Fund / SPR	No	OV62741	Oct Year 3	Kevin Harrod & Britany Galbreath-Minnitt

**GOVERNMENT OF THE DISTRICT OF COLUMBIA**  
**Executive Office of Mayor Muriel Bowser**



Office of the City Administrator

January 15, 2021

Fiscal Year (FY) 2020 was an unprecedented year for all DC residents, businesses and the District Government. In March 2020—the second quarter of the fiscal year—Mayor Bowser declared a public health emergency and District government quickly pivoted to respond to the COVID-19 global health pandemic. To align with recommended social distancing and public safety guidelines, in just one day, over 60 percent of District government employees transitioned to a telework posture. In addition, many District agencies limited or temporarily ceased most in-person activities and services.

The global health emergency required the District to significantly reallocate financial and personnel resources to respond to the pandemic. With the change in operations and a substantial decrease in revenues, the District's response required all agencies to determine how to best provide services to District residents, visitors and employees, while maintaining the necessary protocols to help slow the spread of COVID-19.

As such, the global health pandemic greatly impacted some agencies' abilities to meet their FY20 key performance indicators (KPIs) and strategic initiatives established prior to its onset as agencies shifted resources to respond to COVID-19. Therefore, outcomes for KPIs and strategic initiatives reflect a shift in District priorities and efforts during this crisis. While we continue to believe strongly in performance tracking to improve District services, the data for FY20 is not fully indicative of agencies' performance and should be reviewed factoring in the unprecedented challenges encountered in FY 2020.

Sincerely,

A handwritten signature in black ink that reads 'Kevin Donahue'.

Kevin Donahue  
Interim City Administrator



# Office of Unified Communications FY2020

**Agency** Office of Unified Communications

**Agency Code** UCO

**Fiscal Year** 2020

**Mission** The mission of the Office of Unified Communications (OUC) is to provide accurate, professional and expedited service to the citizens and visitors of the District of Columbia. This service is performed by a team that handles emergency and non-emergency calls that are received when individuals dial 911 and 311 in Washington, DC. OUC also provides centralized, District-wide coordination and management of public safety voice radio technology and other public safety communication systems and resources to District government agencies and several local, state, and federal partners.

**Summary of Services**

**Emergency Calls**

The Office of Unified Communications (OUC) handles 911 calls from people in Washington DC requesting police, fire and emergency medical services, with a goal to answer every call within ten seconds.

**City Services & General Inquiries**

OUC provides a one-stop customer service experience for residents and visitors of Washington DC via the 311 system. 311 is available 24 hours a day, 365 days a year to inquire about city services or to request scheduled services such as trash removal, pothole repair, bulk pick-ups and recycling collection.

**Citywide Radio Service**

OUC provides centralized, District-wide coordination and management of public safety voice radio technology and other public safety wireless communication systems and resources. OUC provides these services to District agencies and other local, state, and federal entities within the National Capital Region.

**911/311 Records Management**

OUC maintains records and utilizes highly specialized archival systems to research files related to all 911 and 311 communications. The purpose of this research is to provide audio files and other data to partnering local and federal government agencies, as well as the general public.

## 2020 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
Establishment of Industry Training Hub - In FY20, the agency partnered with industry advocacy and policy organizations to host a wide variety of training opportunities leveraging the use of virtual platforms. In fact, the agency hosted training opportunities for hundreds of organizations and individuals representing 41 states, the UK, Canada, Israel, Libya, Saudi Arabia, South Africa, the Philippines, Nigeria, and Italy.		
Support for COVID19 Medical Surge Build-Out at the Convention Center - OUC provided technical assistance by completing in-building wireless testing and identifying coverage gaps. OUC worked with the convention center's vendor to fix the gaps for complete Radio system coverage in the facility. OUC also provided radio channels for communication at the site as well as provided 25 Radio Cache radios, setup mobile wireless router, and 10 laptops for command post capabilities. OUC also provided IT technical support for any radio, wireless, and laptop related requests.		This effort was key in supporting the District's COVID-19 response and its ability to provide critical, life-saving care for District residents in the event that surge capacity had become necessary.
Full Continuity of Operations and Telework Transition - The agency transitioned its entire administrative staff, most 311 agents, and some non-emergency 911 call taking operations to telework seamlessly. Throughout this time every service provided by the agency continued without interruption, including through periods of government closure. In addition, the agency devised and executed a surge capacity plan for 911 call taking and FEMS and MPD dispatching which includes supplementing 911 staff with 311 staff should the need arise.	The OUC's 911 and 311 Operations employees continued to provide core services without interruption for the duration of this declared emergency.	Through the COVID-19 emergency, residents of the District have not experienced any interruptions to services provided by the OUC.

## 2020 Key Performance Indicators

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020 Actual	KPI Status	Explanation for Unmet FY 2020 Target
<b>1 - Provide efficient, professional and cost effective responses to 911 communications. (5 Measures)</b>												
Percent of 911 calls answered within 10 seconds	Quarterly	90.3%	86.4%	85.5%	90%	89.9%	95.5%	91.8%	90.1%	91.8%	Met	
Percent of 911 calls which move from queue to dispatch in 60 seconds or less	Quarterly	66.7%	60.8%	63.9%	75%	65.8%	69.8%	67.9%	67.5%	67.7%	Nearly Met	Since FY18, the agency has seen steady improvement in this area. The agency has continued its collaborative work with partners at FEMS and particularly with MPD to reevaluate response plans. This fiscal year, OUC coordinated with MPD to transition several call types to the non-emergency queue decreasing the number call types that units need to respond in person to. Accordingly, with these and other efforts underway, the agency anticipates continual gains in this area of performance.
Total number of sustained 911 complaints	Annually	17	25	22	0	Annual Measure	Annual Measure	Annual Measure	Annual Measure	23	Unmet	The OUC's goal is perform with a 0% error rate. In FY20, the OUC handled a total of 1,309,481 911 calls. In FY20, the agency recorded a total of 43 complaints about performance, but found after investigating each claim that 23 were sustained. In all cases of a sustained complaint some sort of corrective action was taken, from suspension, counseling, additional training or policy change.

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020 Actual	KPI Status	Explanation for Unmet FY 2020 Target
Percent of 911 calls in which call to queue is 90 seconds or less	Quarterly	53.4%	58.5%	66.3%	75%	66.7%	70%	69.8%	70.1%	69.1%	Nearly Met	Performance around this area has significantly improved since FY17 and remains steady despite the new challenge that handling calls for the COVID-19 health emergency presented. The agency continues to partner with first responder agencies, particularly FEMS, to ensure the best triage of calls so that the most appropriate dispatch is initiated for COVID related and other call types.
Percentage of QA/QI 911 call reviews that receive a rating of 80% or better	Quarterly	Not Available	New in 2019	85.8%	75%	91.3%	93.8%	98.6%	97.5%	95.6%	Met	
<b>2 - Provide efficient, professional and cost effective responses to interactions initiated through 311 platforms. (2 Measures)</b>												
Percent of 311 calls handled by a live agent in 4 minutes or less	Quarterly	73.1%	74.2%	75.1%	97%	75.5%	75.2%	74.9%	64.8%	72.4%	Unmet	In FY20, the 311 Operation was particularly challenged by several circumstances related to the COVID-19 public health emergency. In particular at the height, the agency saw call volume spikes of up to 10,000 calls per day. Typical call volume averages out to be approximately 4500 per day. The spike in volume was due to the addition of new COVID management support call types and the government closure that impacted the delivery of service by servicing agencies.
Percent of 311 calls answered by a live agent within 90 seconds	Quarterly	80.4%	91%	88.8%	80%	81.6%	86.2%	64.3%	51%	70%	Unmet	In FY20, the 311 Operation was particularly challenged by several circumstances related to the COVID-19 public health emergency. In particular at the height, the agency saw call volume spikes of up to 10,000 calls per day. Typical call volume averages out to be approximately 4500 per day. The spike in volume was due to the addition of new COVID management support call types and the government closure that impacted the delivery of service by servicing agencies.
<b>3 - Provide state-of-the-art emergency and non-emergency communications. (3 Measures)</b>												
Percent of time the OUC responds to Mobile Data Terminal repairs within 24 hours	Annually	100%	100%	100%	99%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	99%	Met	
Percent of time the OUC responds to radio equipment repair requests within 24 hours	Annually	100%	100%	100%	99%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	99%	Met	
Percent of tablet connectivity uptime	Quarterly	96.4%	98.3%	99%	90%	99%	99%	99%	99%	99%	Met	
<b>4 - Create and maintain a highly efficient, transparent, and responsive District government. (3 Measures)</b>												
Total number of residents reached through community engagement and 911 education activities	Annually	14,700	40,800	35,500	15,000	Annual Measure	Annual Measure	Annual Measure	Annual Measure	15,000	Met	

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020 Actual	KPI Status	Explanation for Unmet FY 2020 Target
Percent of Time OUC's grade.dc.gov Customer Service Satisfaction Rating is "B" or Better	Quarterly	100%	100%	100%	100%	100%	100%	100%	100%	100%	Met	
Percent of records requests fulfilled within mandated time frames	Annually	90.2%	99.9%	97.5%	80%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	Met	

## 2020 Workload Measures

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Quarter 1	FY 2020 Quarter 2	FY 2020 Quarter 3	FY 2020 Quarter 4	FY 2020
<b>1 - Answers all incoming 911 calls (2 Measures)</b>							
Total Number of Inbound 911 Calls	1,286,681	1,373,732	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1,309,481
Total number of events created in CAD	957,482	989,141	Annual Measure	Annual Measure	Annual Measure	Annual Measure	884,958
<b>2 - Answers all incoming 311 calls (2 Measures)</b>							
Total Number of Inbound 311 Calls	1,690,354	1,724,350	Annual Measure	Annual Measure	Annual Measure	Annual Measure	1,842,883
Total number of service requests entered into the customer relationship management system by 311 agents	560,271	551,204	Annual Measure	Annual Measure	Annual Measure	Annual Measure	308,680
<b>4 - Serves as custodian of all 911 and 311 communications records (1 Measure)</b>							
Number of agency held records released to stakeholders upon request	9126	9267	Annual Measure	Annual Measure	Annual Measure	Annual Measure	8868

## 2020 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
<b>1 - Provide efficient, professional and cost effective responses to 911 communications. (2 Activities)</b>			
911 CALL TAKING ACTIVITY	Answers all incoming 911 calls	The 911 Operations Division receives all 911 calls in the District. Highly trained call takers utilize specialized telephony systems to answer calls and follow specific protocols to probe callers and ensure the most appropriate responses to their needs. In particular, call takers often provide crisis intervention services provide pre-arrival instructions for emergency medical calls. Call takers also enter caller provided information to create incident records and electronically transfer each incident record onsite to highly trained dispatchers. 911 call takers handle over 1.4 million calls annually.	Daily Service
911 DISPATCHING ACTIVITY	Dispatches MPD and FEMS units/apparatus in response to 911 calls	Highly trained 911 dispatchers coordinate responses to incidents on behalf of MPD and FEMS. Using the Computer Aided Dispatch (CAD) system, dispatchers support and assist in the coordination of on-scene incident responses by first responder units and apparatus. Dispatchers are also responsible for monitoring units' availability in the field and communicating with on-scene first responders to keep them apprised of new information or changes and to coordinate support from additional units as necessary. The 911 Operations Division manages over 400,000 CAD events annually.	Daily Service
<b>2 - Provide efficient, professional and cost effective responses to interactions initiated through 311 platforms. (3 Activities)</b>			
311 CALL TAKING ACTIVITY	Answers all incoming 311 calls	The 311 Operations Division is the access point for residents and visitors requiring DC government services and/or information. The Division supports the dissemination of general information about the government, including telephone numbers, agency program details, agency hours of operation and other information. The Division handles approximately 2.1 million calls annually.	Daily Service
311 CALL TAKING ACTIVITY	Supports city service request processing for servicing agencies (DPW, DOT, DOEE, etc.)	The Division supports the submission of scheduled service requests such as trash removal, pothole repair, bulk pick-ups and recycling collection, on behalf of partnering service agencies like DPW and DOT, through a number of platforms, including via telephone, web and mobile app. The agency also schedules driver's license testing for DMV and coordinates appointments for energy assistance applicants on behalf of the DOEE. In total, the Division currently takes over 120 service types for 12 different District agencies.	Daily Service
311 CALL TAKING ACTIVITY	Provides service request status updates and information for servicing agencies	The Division engages with the public to take reports of missed scheduled services and provide service request status information to callers. To be clear, the OUC is not responsible for the provision of city services. Instead, the city agencies that provide such services have service level agreements which outline the expected level of performance for each request type. Further, the 311 Division does not close service request tickets.	Daily Service
<b>3 - Provide state-of-the-art emergency and non-emergency communications. (3 Activities)</b>			
INFORMATION TECHNOLOGY	Manages the District's public safety communications and city service request platforms and infrastructure	The Information Technology Division provides centralized, District-wide coordination and management of public safety and other city services communications technology, including voice radio, 911/311 telephony, computer aided dispatch systems (CAD), citizen interaction relationship management (CIRM) systems, mobile data computing systems (MDC) and other technologies, including wireless and data communication systems and resources.	Key Project
INFORMATION TECHNOLOGY	Develops public safety communications policies and maintains and purchases all related equipment and facilities	The Information Technology Division develops and enforces policy directives and standards regarding public safety and non-public safety communications; operates and maintains of public safety and non-public safety voice radio technology; manages building facilities that support public safety voice radio technology and call center technology; and reviews and approves all agency proposals, purchase orders, and contracts for the acquisition of public safety voice radio technology and call center technology systems, resources, and services.	Key Project
INFORMATION TECHNOLOGY	Provides 24 hour technical support and maintenance on all public safety communications devices and equipment	The Information Technology Division provides 24x7, highly specialized tech support and maintenance for public safety communications devices, including tablets and radios, deployed to MPD and FEMS users in the field.	Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
<b>4 - Create and maintain a highly efficient, transparent, and responsive District government. (2 Activities)</b>			
TRANSCRIPTION & QUALITY DIVISION	Serves as custodian of all 911 and 311 communications records	The Transcription Division serves as the custodian of records and utilizes highly specialized archival systems to research files related to all 911 and 311 communications. The purpose of this research is to locate and create discrete audio files and other data to the general public to fulfill FOIA requests, to local public safety agencies for internal administrative reviews and to federal government agencies for use during criminal and civil court proceedings.	Daily Service
TRANSCRIPTION & QUALITY DIVISION	Authenticates 911 and 311 records in criminal and civil proceedings	Transcriptionists testify in court to authenticate 911 and 311 records and/or to explain event chronologies in both criminal & civil proceedings, under direct examination by judiciary entities.	Daily Service

## 2020 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
<b>Answers all incoming 311 calls (1 Strategic Initiative)</b>				
Increase Utilization of 311 by Residents of Wards 7 and 8	In FY20, the OUC will continue its support of citywide initiatives that seek to encourage all District residents to improve their communities by requesting basic city services through 311 platforms. In addition, the agency will analyze 311 service request data to identify trends around the use of 311 in Wards 7 and 8 and then use that data to target residents there to help remove barriers and empower them to partner with the OUC to engage with the government to request basic city services. A goal of these efforts is to support blight and crime reduction in target areas as identified by MPD.	Complete	In Q4, the agency's community action team supported outreach efforts in coordination with MOCRS by participating in community walks in wards across the city, including both 7 and 8. In addition, the team proactively engaged with ANC commissioners in Ward 7 and Ward 8 to plan for a virtual open house that will be held in Q1 of FY21. The event, being planned with support from MOCRS, is tentatively scheduled for November 19, 2020.	
<b>Answers all incoming 911 calls (2 Strategic initiatives)</b>				
Regional Public Safety Communications Training Facility Establishment	In FY20, the OUC's Office of Professional Standards & Development will continue efforts to certify its training program & evolve it to an accredited regional public safety communications training center. Public safety agencies use the APCO International Agency Training Program Certification (Project 33) as a formal mechanism to ensure their training programs meet APCO American National Standards (ANS). Once OUC meets Project 33 standards, the agency will pursue the accreditation necessary to offer onsite continuing training opportunities to and with regional partners. This will expand the long-term liaison relationships OUC maintains with jurisdictions across the National Capital Region (NCR) & enhance the local network of public safety communications professionals.	Complete	In Q4, OPSD continued to increase the visibility of federal grant-funded training offerings hosted by the agency. As of the end of Q4, OPSD hosted training opportunities for hundreds of organizations and individuals representing 41 states, the UK, Canada, Israel, Libya, Saudi Arabia, South Africa, the Philippines, Nigeria, and Italy.	
PSCC Infrastructure Remodel	In FY20, OUC will continue to use capital funding to remodel the Public Safety Call Center (PSCC), the OUC's secondary operations site. This remodel is being completed in a phased approach which spans three years. FY20 marks year 2 of this project. The work this fiscal year will include overall project design completion activities as well as the improvement and build-out of the radio/MDC workshops, the 1st floor kitchen, the bathrooms and the 911/311 call floor, to both improve the work environment for operations staff and advance the building's technical systems to better align with industry standards.	Complete	In Q4, the 35% design plan was completed and delivered. The 75% design plan is underway and is expected to be delivered in the Q1 of FY21.	
<b>Manages the District's public safety communications and city service request platforms and infrastructure (5 Strategic initiatives)</b>				
OUC IT Academy Development	The OUC's Information Technology Division provides centralized, District-wide coordination and management of public safety and other city services communications technology, including voice radio, 911/311 telephony, computer aided dispatch systems (CAD), citizen interaction relationship management (CIRM) systems, mobile data computing systems (MDC) and other technologies, including wireless and data communication systems and resources. In FY20, in conjunction with the agency's Office of Professional Standards and Development, the OUC's IT Division is creating an IT Academy to formalize training for new IT employees, support continuing education of existing employees and promote internal advancement. The Academy will focus on technical, functional and character building skills to ensure the development of well rounded agency employees capable of providing in-house maintenance of the agency's complex technical infrastructure, systems, programs and devices.	Complete	The agency announced the schedule and curriculum for its first virtual management training session for 20 OUC managers. The 12-day course, which will be held over a 3-month period, will cover essential leadership and management skills that will be actively practiced in day-to-day operations. The goal of the course is to enhance the cohesiveness of the OUC management team in order to build the soft and technical skills for all direct reports under and around their leadership. The training is modeled after the DCHR Certified Public Manager (CPM) program and is customized for the OUC.	
IT Hardware 911/311 Systems Enhancement	The OUC receives and processes a combined 3.5 million calls for 911 and 311 calls annually. The agency facilitates centralized public safety communications which requires a 99.999% up-time of all critical systems. The OUC's hardware systems must be consistently secure, resilient and fully operational. Beginning in FY20, OUC will initiate a multi-year project to replace, enhance and procure critical major hardware components including additional storage capacity, system licensing, servers, switches and firewalls for 911 and 311 systems.	50-74%	The project team determined that the most cost-effective approach to completing this project was to coordinate the replacement of computers for the admin, training, and 311 divisions with the CAD hardware refresh. The replacement computers for 311 will be purchased with the CAD computers. The current CAD computers will be repurposed for admin use.	Procurement for this project is underway.
IT Software 911/311 Enhancements	OUC's 911/311 applications provide a reliable operational environment where critical functions can be performed quickly and efficiently. Scheduled software application upgrades are required to ensure optimal 911/311 performance. In FY20, OUC will initiate a multi-year project to implement functionality upgrades and enhancements to the Computer Aided Dispatch system and other critical operations software.	Complete	In Q4, the agency continued regular meetings and systems testing with all stakeholders, including FEMS and MPD. The CAD 9.4 upgrade is scheduled to occur on 10/26 at 2am.	
UCC Electrical Reconfiguration	The OUC requires backup power at all times so that public safety requests can be processed at its 911/311 operations centers. Power failure at these locations can cripple programming and lead to severe public safety communications challenges and interruptions. In FY20, OUC will upgrade the UCC's electrical redundancy by installing a back up power generator.	50-74%	In Q4, procurement activities for design and replacement of the UCC generators and a Programmable Logic Controller (PLC) switch continued.	Procurement for this project is still in progress.

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
911/311 Radio Critical Infrastructure Enhancement	The OUC's Public Safety Communications Center (PSCC) is operated as the agency's secondary operations site and its primary radio engineering and programming location. In FY20, the OUC will continue its multi-year project to completely renovate and upgrade the PSCC's major systems and to more appropriately allocate space for the radio critical infrastructure and for ongoing redundancy of 911/311 operations.	Complete	In addition to continuing weekly WMATA system testing, in Q4 the agency also held a meeting with WMATA to discuss the tunnel console refresh project and share a radio codeplug for improved interoperability. The agency also scheduled a 4D tower climb to identify the 8TAC lines and antennas to support improved radio coverage in the National Mall area. Lastly, annual preventive maintenance was conducted at all 10 RF subsites.	
<b>Provides 24 hour technical support and maintenance on all public safety communications devices and equipment (1 Strategic Initiative)</b>				
Mobile Data Computer (MDC) Hardware Refresh for MPD and FEMS	OUC's IT Division is responsible for providing and maintaining mobile data computers (MDC) for both MPD and FEMS. MDCs are devices used in emergency vehicles to communicate with OUC dispatchers that display mapping and other information relevant to emergency response which enhance situational awareness and safety. In FY20, the Division will perform a complete MDC hardware refresh for MPD and FEMS. The MDCs currently deployed are approaching the end of their useful life and will be replaced with lighter weight devices that offer enhanced processing capabilities, extended battery life, additional convenience features such as blue tooth/remote use options, higher quality graphics and other user friendly enhancements. This replacement project will occur based on a strategic deployment plan, mutually agreed upon by MPD and FEMS to ensure the least impact on operations and inconvenience to users.	50-74%	The draft SOW has been completed. The agency continues to collaborate with MPD to gather requirements and finalize accessory requests.	This project is still in the procurement phase.
<b>Supports city service request processing for servicing agencies (DPW, DOT, DOEE, etc.) (1 Strategic Initiative)</b>				
311 Customer Care Partnership Expansion	In FY20, the agency will continue its partnerships with DGS and DCRA to incorporate additional service request types under the 311 portfolio. The agency will also explore new partnerships with DHS to support homelessness assistance services and the Department of Vehicles for Hire related to operator and passenger safety. Also, this fiscal year, the agency will draft language for a more formalized standard intra-agency agreement for District agencies around the incidental use of 311 services, such as call taking for a one time event or other program. Lastly, the agency will coordinate with the OCA to explore the implementation of a District government customer care survey/feedback mechanism.	Complete	In Q4, the 311 Operation continued to support the city's COVID-19 response efforts. In addition, the operation continued its partnership with DGS to incorporate additional service request types and began meeting with DC Water and HSEMA to explore the addition of a "flooding" service request type.  Call volume remained atypically high throughout the quarter, with call takers handling upwards of 11,000 calls per day in some instances.	

# Office of Unified Communications FY2020

Agency Office of Unified Communications

Agency Code UC0

Fiscal Year 2020

**Mission** The mission of the Office of Unified Communications (OUC) is to provide a fast, professional, and cost-effective response to 911 calls for public safety and 311 calls for city services in the District of Columbia.

## Strategic Objectives

Objective Number	Strategic Objective
1	Provide efficient, professional and cost effective responses to 911 communications.
2	Provide efficient, professional and cost effective responses to interactions initiated through 311 platforms.
3	Provide state-of-the-art emergency and non-emergency communications.
4	Create and maintain a highly efficient, transparent, and responsive District government.

## Key Performance Indicators

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target
<b>1 - Provide efficient, professional and cost effective responses to 911 communications. (5 Measures)</b>					
Percent of 911 calls answered within 10 seconds	Up is Better	90.3%	86.4%	85.5%	90%
Percent of 911 calls which move from queue to dispatch in 60 seconds or less	Up is Better	66.7%	60.8%	63.9%	75%
Total number of sustained 911 complaints	Down is Better	17	25	22	0
Percent of 911 calls in which call to queue is 90 seconds or less	Up is Better	53.4%	58.5%	66.3%	75%
Percentage of QA/QI 911 call reviews that receive a rating of 80% or better	Up is Better	New in 2019	New in 2019	85.8%	75%
<b>2 - Provide efficient, professional and cost effective responses to interactions initiated through 311 platforms. (2 Measures)</b>					
Percent of 311 calls handled by a live agent in 4 minutes or less	Up is Better	73.1%	74.2%	75.1%	97%
Percent of 311 calls answered by a live agent within 90 seconds	Up is Better	80.4%	91%	88.8%	80%
<b>3 - Provide state-of-the-art emergency and non-emergency communications. (3 Measures)</b>					
Percent of time the OUC responds to Mobile Data Terminal repairs within 24 hours	Up is Better	100%	100%	100%	99%
Percent of time the OUC responds to radio equipment repair requests within 24 hours	Up is Better	100%	100%	100%	99%
Percent of tablet connectivity uptime	Up is Better	96.4%	98.3%	99%	90%
<b>4 - Create and maintain a highly efficient, transparent, and responsive District government. (3 Measures)</b>					
Total number of residents reached through community engagement and 911 education activities	Up is Better	14,700	40,800	35,500	15,000
Percent of Time OUC's grade.dc.gov Customer Service Satisfaction Rating is "B" or Better	Up is Better	100%	100%	100%	100%
Percent of records requests fulfilled within mandated time frames	Up is Better	90.2%	99.9%	97.5%	80%

## Core Business Measures

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
<b>4 - Create and maintain a highly efficient, transparent, and responsive District government. (10 Measures)</b>				
Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent	Up is Better	New in 2019	New in 2019	Waiting on Data
Financial Management - Percent of local budget de-obligated to the general fund at the end of year	Down is Better	New in 2019	New in 2019	Waiting on Data
Financial Management - Quick Payment Act (QPA) Compliance - Percent of QPA eligible invoices paid within 30 days	Up is Better	New in 2019	New in 2019	99.4%
Human Resource Management - Average number of days to fill vacancy from post to offer acceptance	Down is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft	Up is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft	Up is Better	New in 2019	New in 2019	97.2%
IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal	Up is Better	New in 2019	New in 2019	100%
IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension	Down is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management – Percent of new hires that are DC residents (excludes temporary workers and contractors) (Updated by OCA)	Up is Better	New in 2020	New in 2020	New in 2020
Human Resource Management – Percent of employees that are DC residents (excludes temporary workers and contractors) (Updated by OCA)	Up is Better	New in 2020	New in 2020	New in 2020

\*The above measures were collected for all mayoral agencies in FY2019. The 2019 open data inventory includes data for calendar year 2018. Due to data lags, FY2019 data for the following core business measures will be available in March 2020: Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent; Financial Management - Percent of local budget de-obligated to the general fund at the end of year; Human Resource Management - Average number of days to fill vacancy from post to offer acceptance; Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft; and IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension.

## Operations

Operations Header	Operations Title	Operations Description	Type of Operations
<b>1 - Provide efficient, professional and cost effective responses to 911 communications. (2 Activities)</b>			
911 CALL TAKING ACTIVITY	Answers all incoming 911 calls	The 911 Operations Division receives all 911 calls in the District. Highly trained call takers utilize specialized telephony systems to answer calls and follow specific protocols to probe callers and ensure the most appropriate responses to their needs. In particular, call takers often provide crisis intervention services provide pre-arrival instructions for emergency medical calls. Call takers also enter caller provided information to create incident records and electronically transfer each incident record onsite to highly trained dispatchers. 911 call takers handle over 1.4 million calls annually.	Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
911 DISPATCHING ACTIVITY	Dispatches MPD and FEMS units/apparatus in response to 911 calls	Highly trained 911 dispatchers coordinate responses to incidents on behalf of MPD and FEMS. Using the Computer Aided Dispatch (CAD) system, dispatchers support and assist in the coordination of on-scene incident responses by first responder units and apparatus. Dispatchers are also responsible for monitoring units' availability in the field and communicating with on-scene first responders to keep them apprised of new information or changes and to coordinate support from additional units as necessary. The 911 Operations Division manages over 400,000 CAD events annually.	Daily Service
<b>2 - Provide efficient, professional and cost effective responses to interactions initiated through 311 platforms. (3 Activities)</b>			
311 CALL TAKING ACTIVITY	Answers all incoming 311 calls	The 311 Operations Division is the access point for residents and visitors requiring DC government services and/or information. The Division supports the dissemination of general information about the government, including telephone numbers, agency program details, agency hours of operation and other information. The Division handles approximately 2.1 million calls annually.	Daily Service
311 CALL TAKING ACTIVITY	Supports city service request processing for servicing agencies (DPW, DOT, DOEE, etc.)	The Division supports the submission of scheduled service requests such as trash removal, pothole repair, bulk pick-ups and recycling collection, on behalf of partnering service agencies like DPW and DOT, through a number of platforms, including via telephone, web and mobile app. The agency also schedules driver's license testing for DMV and coordinates appointments for energy assistance applicants on behalf of the DOEE. In total, the Division currently takes over 120 service types for 12 different District agencies.	Daily Service
311 CALL TAKING ACTIVITY	Provides service request status updates and information for servicing agencies	The Division engages with the public to take reports of missed scheduled services and provide service request status information to callers. To be clear, the OUC is not responsible for the provision of city services. Instead, the city agencies that provide such services have service level agreements which outline the expected level of performance for each request type. Further, the 311 Division does not close service request tickets.	Daily Service
<b>3 - Provide state-of-the-art emergency and non-emergency communications. (3 Activities)</b>			
INFORMATION TECHNOLOGY	Manages the District's public safety communications and city service request platforms and infrastructure	The Information Technology Division provides centralized, District-wide coordination and management of public safety and other city services communications technology, including voice radio, 911/311 telephony, computer aided dispatch systems (CAD), citizen interaction relationship management (CIRM) systems, mobile data computing systems (MDC) and other technologies, including wireless and data communication systems and resources.	Key Project
INFORMATION TECHNOLOGY	Develops public safety communications policies and maintains and purchases all related equipment and facilities	The Information Technology Division develops and enforces policy directives and standards regarding public safety and non-public safety communications; operates and maintains of public safety and non-public safety voice radio technology; manages building facilities that support public safety voice radio technology and call center technology; and reviews and approves all agency proposals, purchase orders, and contracts for the acquisition of public safety voice radio technology and call center technology systems, resources, and services.	Key Project
INFORMATION TECHNOLOGY	Provides 24 hour technical support and maintenance on all public safety communications devices and equipment	The Information Technology Division provides 24x7, highly specialized tech support and maintenance for public safety communications devices, including tablets and radios, deployed to MPD and FEMS users in the field.	Daily Service
<b>4 - Create and maintain a highly efficient, transparent, and responsive District government. (2 Activities)</b>			

Operations Header	Operations Title	Operations Description	Type of Operations
TRANSCRIPTION & QUALITY DIVISION	Serves as custodian of all 911 and 311 communications records	The Transcription Division serves as the custodian of records and utilizes highly specialized archival systems to research files related to all 911 and 311 communications. The purpose of this research is to locate and create discrete audio files and other data to the general public to fulfill FOIA requests, to local public safety agencies for internal administrative reviews and to federal government agencies for use during criminal and civil court proceedings.	Daily Service
TRANSCRIPTION & QUALITY DIVISION	Authenticates 911 and 311 records in criminal and civil proceedings	Transcriptionists testify in court to authenticate 911 and 311 records and/or to explain event chronologies in both criminal & civil proceedings, under direct examination by judiciary entities.	Daily Service

## Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
<b>1 - Answers all incoming 911 calls (2 Measures)</b>			
Total Number of Inbound 911 Calls	1,282,621	1,286,681	1,373,732
Total number of events created in CAD	967,154	957,482	989,141
<b>2 - Answers all incoming 311 calls (2 Measures)</b>			
Total Number of Inbound 311 Calls	1,028,834	1,690,354	1,724,350
Total number of service requests entered into the customer relationship management system by 311 agents	579,693	560,271	551,204
<b>4 - Serves as custodian of all 911 and 311 communications records (1 Measure)</b>			
Number of agency held records released to stakeholders upon request	10,220	9126	9267

## Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>Answers all incoming 311 calls (1 Strategic Initiative)</b>		
Increase Utilization of 311 by Residents of Wards 7 and 8	In FY20, the OUC will continue its support of citywide initiatives that seek to encourage all District residents to improve their communities by requesting basic city services through 311 platforms. In addition, the agency will analyze 311 service request data to identify trends around the use of 311 in Wards 7 and 8 and then use that data to target residents there to help remove barriers and empower them to partner with the OUC to engage with the government to request basic city services. A goal of these efforts is to support blight and crime reduction in target areas as identified by MPD.	09-30-2020
<b>Answers all incoming 911 calls (2 Strategic initiatives)</b>		
Regional Public Safety Communications Training Facility Establishment	In FY20, the OUC's Office of Professional Standards & Development will continue efforts to certify its training program & evolve it to an accredited regional public safety communications training center. Public safety agencies use the APCO International Agency Training Program Certification (Project 33) as a formal mechanism to ensure their training programs meet APCO American National Standards (ANS). Once OUC meets Project 33 standards, the agency will pursue the accreditation necessary to offer onsite continuing training opportunities to and with regional partners. This will expand the long-term liaison relationships OUC maintains with jurisdictions across the National Capital Region (NCR) & enhance the local network of public safety communications professionals.	09-30-2020

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
PSCC Infrastructure Remodel	In FY20, OUC will continue to use capital funding to remodel the Public Safety Call Center (PSCC), the OUC's secondary operations site. This remodel is being completed in a phased approach which spans three years. FY20 marks year 2 of this project. The work this fiscal year will include overall project design completion activities as well as the improvement and build-out of the radio/MDC workshops, the 1st floor kitchen, the bathrooms and the 911/311 call floor, to both improve the work environment for operations staff and advance the building's technical systems to better align with industry standards.	09-30-2020
<b>Manages the District's public safety communications and city service request platforms and infrastructure (5 Strategic initiatives)</b>		
OUC IT Academy Development	The OUC's Information Technology Division provides centralized, District-wide coordination and management of public safety and other city services communications technology, including voice radio, 911/311 telephony, computer aided dispatch systems (CAD), citizen interaction relationship management (CIRM) systems, mobile data computing systems (MDC) and other technologies, including wireless and data communication systems and resources. In FY20, in conjunction with the agency's Office of Professional Standards and Development, the OUC's IT Division is creating an IT Academy to formalize training for new IT employees, support continuing education of existing employees and promote internal advancement. The Academy will focus on technical, functional and character building skills to ensure the development of well rounded agency employees capable of providing in-house maintenance of the agency's complex technical infrastructure, systems, programs and devices.	09-30-2020
IT Hardware 911/311 Systems Enhancement	The OUC receives and processes a combined 3.5 million calls for 911 and 311 calls annually. The agency facilitates centralized public safety communications which requires a 99.999% up-time of all critical systems. The OUC's hardware systems must be consistently secure, resilient and fully operational. Beginning in FY20, OUC will initiate a multi-year project to replace, enhance and procure critical major hardware components including additional storage capacity, system licensing, servers, switches and firewalls for 911 and 311 systems.	09-30-2020
IT Software 911/311 Enhancements	OUC's 911/311 applications provide a reliable operational environment where critical functions can be performed quickly and efficiently. Scheduled software application upgrades are required to ensure optimal 911/311 performance. In FY20, OUC will initiate a multi-year project to implement functionality upgrades and enhancements to the Computer Aided Dispatch system and other critical operations software.	09-30-2020
UCC Electrical Reconfiguration	The OUC requires backup power at all times so that public safety requests can be processed at its 911/311 operations centers. Power failure at these locations can cripple programming and lead to severe public safety communications challenges and interruptions. In FY20, OUC will upgrade the UCC's electrical redundancy by installing a back up power generator.	09-30-2020
911/311 Radio Critical Infrastructure Enhancement	The OUC's Public Safety Communications Center (PSCC) is operated as the agency's secondary operations site and its primary radio engineering and programming location. In FY20, the OUC will continue its multi-year project to completely renovate and upgrade the PSCC's major systems and to more appropriately allocate space for the radio critical infrastructure and for ongoing redundancy of 911/311 operations.	09-30-2020
<b>Provides 24 hour technical support and maintenance on all public safety communications devices and equipment (1 Strategic Initiative)</b>		
Mobile Data Computer (MDC) Hardware Refresh for MPD and FEMS	OUC's IT Division is responsible for providing and maintaining mobile data computers (MDC) for both MPD and FEMS. MDCs are devices used in emergency vehicles to communicate with OUC dispatchers that display mapping and other information relevant to emergency response which enhance situational awareness and safety. In FY20, the Division will perform a complete MDC hardware refresh for MPD and FEMS. The MDCs currently deployed are approaching the end of their useful life and will be replaced with lighter weight devices that offer enhanced processing capabilities, extended battery life, additional convenience features such as blue tooth/remote use options, higher quality graphics and other user friendly enhancements. This replacement project will occur based on a strategic deployment plan, mutually agreed upon by MPD and FEMS to ensure the least impact on operations and inconvenience to users.	09-30-2020
<b>Supports city service request processing for servicing agencies (DPW, DOT, DOEE, etc.) (1 Strategic Initiative)</b>		

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
311 Customer Care Partnership Expansion	In FY20, the agency will continue its partnerships with DGS and DCRA to incorporate additional service request types under the 311 portfolio. The agency will also explore new partnerships with DHS to support homelessness assistance services and the Department of Vehicles for Hire related to operator and passenger safety. Also, this fiscal year, the agency will draft language for a more formalized standard intra-agency agreement for District agencies around the incidental use of 311 services, such as call taking for a one time event or other program. Lastly, the agency will coordinate with the OCA to explore the implementation of a District government customer care survey/feedback mechanism.	09-30-2020

# Office of Unified Communications FY2021

Agency Office of Unified Communications

Agency Code UCO

Fiscal Year 2021

**Mission** The mission of the Office of Unified Communications (OUC) is to provide accurate, professional and expedited service to the citizens and visitors of the District of Columbia. This service is performed by a team that handles emergency and non-emergency calls that are received when individuals dial 911 and 311 in Washington, DC. OUC also provides centralized, District-wide coordination and management of public safety voice radio technology and other public safety communication systems and resources to District government agencies and several local, state, and federal partners.

## Strategic Objectives

Objective Number	Strategic Objective
1	Provide efficient, professional and cost effective responses to 911 communications.
2	Provide efficient, professional and cost effective responses to interactions initiated through 311 platforms.
3	Provide state-of-the-art emergency and non-emergency communications.
4	Create and maintain a highly efficient, transparent, and responsive District government.

## Key Performance Indicators

Measure	Directionality	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Target
<b>1 - Provide efficient, professional and cost effective responses to 911 communications. (5 Measures)</b>					
Percent of 911 calls answered within 10 seconds	Up is Better	86.4%	85.5%	91.8%	90%
Percent of 911 calls which move from queue to dispatch in 60 seconds or less	Up is Better	60.8%	63.9%	67.7%	75%
Total number of sustained 911 complaints	Down is Better	25	22	23	0
Percent of 911 calls in which call to queue is 90 seconds or less	Up is Better	58.5%	66.3%	69.1%	75%
Percentage of QA/QI 911 call reviews that receive a rating of 80% or better	Up is Better	Needs Update	85.8%	95.6%	75%
<b>2 - Provide efficient, professional and cost effective responses to interactions initiated through 311 platforms. (2 Measures)</b>					
Percent of 311 calls handled by a live agent in 4 minutes or less	Up is Better	74.2%	75.1%	72.4%	90%
Percent of 311 calls answered by a live agent within 90 seconds	Up is Better	91%	88.8%	70%	80%
<b>3 - Provide state-of-the-art emergency and non-emergency communications. (3 Measures)</b>					
Percent of time the OUC responds to Mobile Data Terminal repairs within 24 hours	Up is Better	100%	100%	99%	99%
Percent of time the OUC responds to radio equipment repair requests within 24 hours	Up is Better	100%	100%	99%	99%
Percent of tablet connectivity uptime	Up is Better	98.3%	99%	99%	90%
<b>4 - Create and maintain a highly efficient, transparent, and responsive District government. (3 Measures)</b>					
Percent of Time OUC's grade.dc.gov Customer Service Satisfaction Rating is "B" or Better	Up is Better	100%	100%	100%	100%
Percent of records requests fulfilled within mandated time frames	Up is Better	99.9%	97.5%	100%	85%
Total number of residents reached through community engagement and 911 education activities	Up is Better	40,800	35,500	15,000	20,000

## Operations

Operations Header	Operations Title	Operations Description	Type of Operations
<b>1 - Provide efficient, professional and cost effective responses to 911 communications. (2 Activities)</b>			
911 CALL TAKING ACTIVITY	Answers all incoming 911 calls	The 911 Operations Division receives all 911 calls in the District. Highly trained call takers utilize specialized telephony systems to answer calls and follow specific protocols to probe callers and ensure the most appropriate responses to their needs. In particular, call takers often provide crisis intervention services provide pre-arrival instructions for emergency medical calls. Call takers also enter caller provided information to create incident records and electronically transfer each incident record onsite to highly trained dispatchers. 911 call takers handle over 1.4 million calls annually.	Daily Service
911 DISPATCHING ACTIVITY	Dispatches MPD and FEMS units/apparatus in response to 911 calls	Highly trained 911 dispatchers coordinate responses to incidents on behalf of MPD and FEMS. Using the Computer Aided Dispatch (CAD) system, dispatchers support and assist in the coordination of on-scene incident responses by first responder units and apparatus. Dispatchers are also responsible for monitoring units' availability in the field and communicating with on-scene first responders to keep them apprised of new information or changes and to coordinate support from additional units as necessary. The 911 Operations Division manages over 400,000 CAD events annually.	Daily Service
<b>2 - Provide efficient, professional and cost effective responses to interactions initiated through 311 platforms. (3 Activities)</b>			
311 CALL TAKING ACTIVITY	Answers all incoming 311 calls	The 311 Operations Division is the access point for residents and visitors requiring DC government services and/or information. The Division supports the dissemination of general information about the government, including telephone numbers, agency program details, agency hours of operation and other information. The Division handles approximately 2.1 million calls annually.	Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
311 CALL TAKING ACTIVITY	Supports city service request processing for servicing agencies (DPW, DOT, DOEE, etc.)	The Division supports the submission of scheduled service requests such as trash removal, pothole repair, bulk pickups and recycling collection, on behalf of partnering service agencies like DPW and DOT, through a number of platforms, including via telephone, web and mobile app. The agency also schedules driver's license testing for DMV and coordinates appointments for energy assistance applicants on behalf of the DOEE. In total, the Division currently takes over 120 service types for 12 different District agencies.	Daily Service
311 CALL TAKING ACTIVITY	Provides service request status updates and information for servicing agencies	The Division engages with the public to take reports of missed scheduled services and provide service request status information to callers. To be clear, the OUC is not responsible for the provision of city services. Instead, the city agencies that provide such services have service level agreements which outline the expected level of performance for each request type. Further, the 311 Division does not close service request tickets.	Daily Service
<b>3 - Provide state-of-the-art emergency and non-emergency communications. (3 Activities)</b>			
INFORMATION TECHNOLOGY	Manages the District's public safety communications and city service request platforms and infrastructure	The Information Technology Division provides centralized, District-wide coordination and management of public safety and other city services communications technology, including voice radio, 911/311 telephony, computer aided dispatch systems (CAD), citizen interaction relationship management (CIRM) systems, mobile data computing systems (MDC) and other technologies, including wireless and data communication systems and resources.	Key Project
INFORMATION TECHNOLOGY	Develops public safety communications policies and maintains and purchases all related equipment and facilities	The Information Technology Division develops and enforces policy directives and standards regarding public safety and non-public safety communications; operates and maintains of public safety and non-public safety voice radio technology; manages building facilities that support public safety voice radio technology and call center technology; and reviews and approves all agency proposals, purchase orders, and contracts for the acquisition of public safety voice radio technology and call center technology systems, resources, and services.	Key Project
INFORMATION TECHNOLOGY	Provides 24 hour technical support and maintenance on all public safety communications devices and equipment	The Information Technology Division provides 24x7, highly specialized tech support and maintenance for public safety communications devices, including tablets and radios, deployed to MPD and FEMS users in the field.	Daily Service
<b>4 - Create and maintain a highly efficient, transparent, and responsive District government. (2 Activities)</b>			
TRANSCRIPTION & QUALITY DIVISION	Serves as custodian of all 911 and 311 communications records	The Transcription Division serves as the custodian of records and utilizes highly specialized archival systems to research files related to all 911 and 311 communications. The purpose of this research is to locate and create discrete audio files and other data to the general public to fulfill FOIA requests, to local public safety agencies for internal administrative reviews and to federal government agencies for use during criminal and civil court proceedings.	Daily Service
TRANSCRIPTION & QUALITY DIVISION	Authenticates 911 and 311 records in criminal and civil proceedings	Transcriptionists testify in court to authenticate 911 and 311 records and/or to explain event chronologies in both criminal & civil proceedings, under direct examination by judiciary entities.	Daily Service

## Workload Measures

Measure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual
<b>1 - Answers all incoming 911 calls (2 Measures)</b>			
Total Number of Inbound 911 Calls	1,286,681	1,373,732	1,309,481
Total number of events created in CAD	957,482	989,141	884,958
<b>2 - Answers all incoming 311 calls (2 Measures)</b>			
Total Number of Inbound 311 Calls	1,690,354	1,724,350	1,842,883
Total number of service requests entered into the customer relationship management system by 311 agents	560,271	551,204	308,680
<b>4 - Serves as custodian of all 911 and 311 communications records (1 Measure)</b>			
Number of agency held records released to stakeholders upon request	9126	9267	8868

## Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>Answers all incoming 311 calls (2 Strategic initiatives)</b>		
Increase Utilization of 311 by Residents of Wards 7 and 8	In FY21, the OUC will continue its support of citywide initiatives that seek to encourage all District residents to improve their communities by requesting basic city services through 311 platforms. In addition, the agency will analyze 311 service request data to identify trends around the use of 311 in Wards 7 and 8 and then use that data to target residents there to help remove barriers and empower them to partner with the OUC to engage with the government to request basic city services. A goal of these efforts is to support blight and crime reduction in target areas as identified by MPD. In addition, OUC will seek to enhance its community engagement and strengthen its community partnerships by using virtual platforms to host open houses, information sessions, and other events. A key component of this effort is coordination with ANCS and other community leaders and workgroups to help focus outreach efforts.	09-30-2021
311 Customer Care Partnership Expansion	In FY21, the agency will continue its partnership with DGS to incorporate additional service request types under the 311 portfolio. A new partnership currently taking shape is with DC Water and HSEMA to explore the addition of a "flooding" service request type. The agency will also explore new partnerships with agencies and programs as recommended by the City Administrator's 311 Working Group.	09-30-2021
<b>Answers all incoming 911 calls (2 Strategic initiatives)</b>		
Regional Public Safety Communications Training Facility Establishment	In FY21, the OUC's Office of Professional Standards & Development will continue efforts to certify its training program & evolve it to an accredited regional public safety communications training center. The primary focus of the work that will be carried out in FY21 is the establishment of the OUC as a national training hub. Through the fiscal year, the agency will partner with industry advocacy and policy organizations to host a wide variety of training opportunities leveraging the use of virtual platforms.	09-30-2021

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
PSCC Infrastructure Remodel	In FY21, OUC will continue to use capital funding to remodel the Public Safety Call Center (PSCC), the OUC's secondary operations site. This remodel is being completed in a phased approach which spans a total of three years. FY21 marks year 3 of this project. The work this fiscal year will include overall project design completion activities as well as the improvement and build-out of the radio/MDC workshops, the 1st floor kitchen, the bathrooms and the 911/311 call floor, to both improve the work environment for operations staff and advance the building's technical systems to better align with industry standards.	09-30-2021
<b>Dispatches MPD and FEMS units/apparatus in response to 911 calls (1 Strategic Initiative)</b>		
Fortify Relationships Within the Public Safety Cluster	In FY21, OUC will proactive seek to strengthen its partnerships with public safety cluster agencies to help improve caller outcomes across the continuum and in every aspect of the city's public safety programs. In particular, the agency will seek to engage more heavily with Homeland Security & Emergency Management Agency (HSEMA) but also in innovative ways with both MPD and FEMS.	09-30-2021
<b>Manages the District's public safety communications and city service request platforms and infrastructure (1 Strategic Initiative)</b>		
4D Tower Demolition and Replacement	In FY21, the agency will begin a phased project that is projected to span 6 years which will include the demolition and build of a new 500 Ft. tower on the current 4D Tower grounds. The new tower will meet industry standards and code regulations and will have a significantly smaller footprint. In FY21, the agency anticipates that the project design plans will be completed and procurement for the demolition aspect of the project will be executed.	09-30-2021

MEMORANDUM OF UNDERSTANDING

BETWEEN

THE NATIONAL ASSOCIATION OF GOVERNMENT EMPLOYEES, LOCAL R3-07

and

THE OFFICE OF UNIFIED COMMUNICATIONS

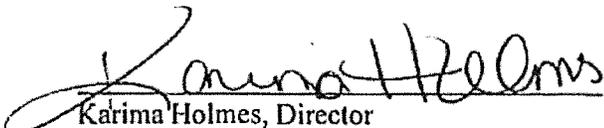
The National Association of Government Employees, Local R3-07 ("NAGE") and the District of Columbia Office of Unified Communications ("OUC") (together the Parties) hereby agree to the following terms and conditions of this Memorandum of Understanding ("MOU") regarding the existing Collective Bargaining Agreement (CBA) between the Parties.

1. The Parties agree that the existing CBA with the effective date of October 1, 2015-September 30, 2017, and subsequent MOU's shall remain in full force and effect.
2. The CBA shall remain in full force and effect until September 30, 2020. If either party desires to reopen the Agreement it will do so during the month of June 2020. The agreement may be rolled over for two (2) years.
3. This MOU will take effect on the date of the last signature below.  
The Parties, by their signatures below, freely and voluntarily agree to the terms and conditions outlined above,

For the Office of Unified Communications:

For NAGE Local R3-07:

1

  
Karima Holmes, Director  
Office of Unified Communications

  
Debbie Knox  
President NAGE Local R3-07

3/27/18  
Date

3/28/18  
Date

  
Repunzelle Bullock, Interim Director  
D.C. Office of Labor Relations and  
Collective Bargaining

  
Timothy Traylor  
National Representative, NAGE

3/28/2018  
Date

3/29/18  
Date

**WORKING CONDITIONS  
AGREEMENT**

**BETWEEN**

**DISTRICT OF COLUMBIA GOVERNMENT**

**OFFICE OF UNIFIED COMMUNICATIONS**

**AND**

**NATIONAL ASSOCIATION OF  
GOVERNMENT EMPLOYEES**

**SERVICE EMPLOYEES INTERNATIONAL UNION**

**LOCAL R3-07**

**Effective October 1, 2015 - September 30, 2017**

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## **PREAMBLE**

### SECTION A:

This Agreement is entered into between the District of Columbia Office of Unified Communications (hereinafter referred to as “the Agency” or “OUC”) and the National Association of Government Employees/Service Employees International Union, Local R3-07 (hereinafter referred to as “the Union” or “NAGE”), and collectively known as “the Parties”.

### SECTION B:

The Parties to this Agreement hereby recognize that the collective bargaining relationship reflected in this Agreement is of mutual benefit and the result of good faith collective bargaining between the parties. Further, both parties agree to establish and promote a sound and effective labor-management relationship in order to achieve mutual understanding of practices, procedures and matters affecting conditions of employment and to continue working toward this goal.

### SECTION C:

The Parties hereto affirm without reservation the provisions of this Agreement, and agree to honor and support the commitment contained herein. The Parties agree to resolve whatever differences may arise between them through avenues for resolving dispute agreed to through negotiations of this Agreement.

### SECTION D:

The purpose of this Agreement is:

1. To promote fair and reasonable working conditions;
2. To promote harmonious relations between the parties;
3. To establish an equitable and orderly procedure for the resolution of differences;
4. To protect the rights and interests of the employee, the Union and the Agency;
5. To improve the morale of employees in service to the District of Columbia; and
6. To promote the efficient and professional operations of the Agency.

SECTION E:

It is the intent and purpose of the Parties hereto to promote and improve the efficiency and quality and service provided by the Agency. Therefore, in consideration of mutual covenants and promises contained herein, OUC and the Union do hereby agree as follows:

**ARTICLE 1            RECOGNITION**

Section A:

1. National Association of Government Employees/Service Employees International Union, Local R3-07, is hereby recognized as the sole and exclusive representative for all employees in the bargaining unit as described in Section B of this Article.
2. The Union, as the exclusive representative of all employees in the unit, has the right, as provided in the D.C. Official Code §§1-617.01 – 1-617.17 (2001 Ed.) to negotiate agreements covering all employees in the Unit and is responsible for representing the interests of all such employees without discrimination and without regard to membership in the labor organization.

Section B:

The bargaining unit represented by the Union is as follows:

All employees of the Government of the District of Columbia Office of Unified Communications, excluding all management officials, supervisors, confidential employees, and employees engaged in personnel work in other than a purely clerical capacity, and employees engaged in administering the provisions of Title XVII of the District of Columbia Comprehensive Merit Personnel Act of 1978, D.C. Law 2-1139.

PERB Case No. 12-RC-02, Certification No. 153 (April 26, 2013).

Section C:

Nothing in this Article shall be construed as a waiver of any Agency or Union right.

**ARTICLE 2                    MANAGEMENT RIGHTS AND RESPONSIBILITIES**

Section A:

The sole rights of management are prescribed in the Comprehensive Merit Personnel Act (CMPA) under D.C. Official Code §1-617.08 (2001 Ed.) and shall be recognized in accordance with the CMPA.

Section B:

All matters shall be deemed negotiable except those that are proscribed by D.C. Official Code §1-617.08 and decisions issued by the Public Employee Relations Board as a result of negotiability petition appeals.

Section C:

This Article shall not preclude the Union’s right to bargain, upon request, over the impact and effect of decisions made pursuant to D.C. Official Code §1-617.08.

**ARTICLE 3                    EMPLOYEE RIGHTS**

Section A:

All persons shall be treated fairly, equitably, and respectfully in accordance with laws, rules and regulations. All employees shall conduct themselves in a professional and businesslike manner, characterized by mutual courtesy, in their day-to-day working relationships.

Section B:

Instructions and guidance shall be given in a reasonable and constructive manner and in an atmosphere that will avoid unnecessary embarrassment before other employees or the public. When possible, any discussions with employees concerning counseling or evaluations will be conducted so as to insure the privacy of employees.

Section C:

The Agency and the Union agree that employees have the right to join, organize or affiliate with, or to refrain from joining, organizing, or affiliating with the Union. This right extends to participating in the management of the Union, or acting as a representative of the Union, including representation of its views to the Office of the Mayor, and City Council.

Section D:

Employees shall be free from interference, restraint, coercion and discrimination in the exercise of their right to organize and designate representatives of their own choosing for the purpose of collective bargaining and labor-management cooperation.

**ARTICLE 4                   NON-DISCRIMINATION**

Section A:

In accordance with the D.C. Human Rights Act of 1977, as amended, D. C. Official Code §2-1401.01 et seq., (Act) the Agency and the Union agree not to discriminate for or against employees covered by this Agreement on the basis of actual or perceived: race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, family responsibilities, matriculation, political affiliation, disability, genetic information, disability, status as a victim of an intra-family offense, or place of residence or business. Sexual harassment is a form of sex discrimination which is prohibited by the Act. In addition, harassment based on any of the above protected categories is prohibited. Discrimination in violation of the Act may not be tolerated. Violators will be subjected to disciplinary action.

Section B:

1. In accordance with District law and regulations, the Agency agrees to implement its personnel management policies, procedures or practices in accordance with EEO procedures and statutes. Employees have a right to the representation of their choosing throughout the EEO Complaint process.
2. Should the employee choose to be represented by the Union, the Union representative shall be permitted to participate in meetings with the employee and Agency to resolve the matter.
3. Pursuant to §4-104.03 of the District Municipal Regulations, the Agency agrees to make reasonable accommodations for the religious needs of employees, including the needs of those who observe the Sabbath on a day other than Sunday, when that accommodation can be made without undue disruption to the business of the Agency.

Section C:

The Agency agrees to provide the Union with a copy of the Affirmative Action Plan, upon request, and to make the plan available to employees on-line. The Parties agree that EEO complaints shall be processed in accordance with District law, rules and regulations and posted as required by law.

Section D:

The Union recognizes its responsibility as bargaining agent and agrees to represent all employees in the unit without discrimination.

Section E:

The names and telephone numbers of the Agency EEO Counselors shall be posted in the Agency. The Union shall be promptly notified in writing of the names and telephone numbers of the Agency's EEO counselors. The names of other District EEO counselors may be accessed by employees on the Office of Human Rights website at [www.dc.ohr.gov](http://www.dc.ohr.gov).

Section F:

The Agency shall ensure that all Agency EEO counselors receive the necessary education and training from the Office of Human Rights to ensure they can effectively perform the duties and responsibilities of the EEO counselor.

Section G:

The Agency and the Union recognize that sexual harassment is a form of misconduct that undermines the integrity of the employment relationship and adversely affects employee opportunities. All employees must be allowed to work in an environment free from unsolicited and unwelcome sexual overtures. Sexual harassment is defined in Equal Employment Opportunity rules governing complaints of discrimination in the District of Columbia Government (31 DCR 56):

“Sexual harassment” means unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- (1) Submission to such conduct is made either explicitly or implicitly a term or condition of employment;
- (2) Submission to or rejection of such conduct by an employee is used as the basis for employment decisions affecting such employee; or
- (3) Such conduct has the purpose of or effect of unreasonably interfering with an employee's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment may include, but is not limited to:

- (a) verbal harassment or abuse,
- (b) subtle pressure for sexual activity,
- (c) patting or pinching,
- (d) brushing against another employee's body, and
- (e) demands for sexual favors.

Section H:

Alleged violation of the rights and obligations in this Article are not subject to the grievance and arbitration procedures in this collective bargaining agreement and said claims must be filed by the employee or his/her representative with the appropriate administrative agency or court as provided by the relevant statute. This does not preclude the non-EEO aspects of mixed grievances (where clear distinction can be made and where such complaints are within the scope of the grievance procedure as defined within this Agreement) from going through the negotiated procedure.

Section I:

Through the procedures established for labor-management cooperation, each party shall advise the other of equal employment opportunity programs of which they are aware. The Agency shall ensure that problems brought to its attention under this Article are addressed in accordance with District laws, rules and regulations.

**ARTICLE 5                   EMPLOYEE LISTS AND INFORMATION**

Section A:

Quarterly, upon request from the Union, the Agency shall, within fourteen (14) calendar days, provide the Union with a list of specific or all employees in the bargaining unit, including all of the following information:

- 1. Name;
- 2. Job Title, series and grade;
- 3. Service Computation Date;
- 4. "Not to Exceed" dates for term employees; and

5. Appointment status.

Section B:

Quarterly, upon request from the Union, the Agency shall provide the Union with Vacancy Announcements and a list of bargaining unit:

1. New hires;
2. Separations
3. Transfers;
4. Reassignments; and
5. Details in excess of forty-five (45) days.

**ARTICLE 6                    POSITION MANAGEMENT AND CLASSIFICATION**

Section A:

The OUC shall endeavor to maintain current and accurate position descriptions. Each position covered in the bargaining unit that is in existence or is established or changed must be accurately described in writing, and classified to the proper occupational title, series, schedule and grade.

Section B:

Changes to a position shall be incorporated in the position description to assure that the position is correctly classified/graded to the proper title, series, schedule and grade in accordance with all applicable laws, rules, and regulations.

Section C:

Upon request, employees shall be furnished a current, accurate, approved copy of the description of the position to which assigned at the time of the assignment, or upon request. Employees detailed or reassigned to established positions shall be given position descriptions at the time of assignment. Employees detailed to an unestablished position shall be furnished with statements of duties at the time of assignment to the detail.

Section D:

Upon request from the Union, the Agency shall make available a current, accurate, approved copy of the description of the position to which bargaining unit employees are assigned. The Union shall be given five business days to review substantial changes in job descriptions prior to implementation.

Section E:

In accordance with D.C. Code §1-611.01, the Agency agrees to follow the principles of equal pay for equal work. Violations of classification shall be appealed through the procedures outlined in the District Personnel Manual, Chapter 11A and are not subject to the grievance and arbitration provisions of this Agreement. Violations of equal pay for equal work may be grieved pursuant to the grievance and arbitration provision of this Agreement.

**ARTICLE 7                    CAREER DEVELOPMENT AND UPWARD MOBILITY**

Section A:

Consistent with the D.C. Municipal Regulations regarding employee development, it is the Agency's intention to provide career development opportunities for bargaining unit employees for the purpose of developing their skills so that they may perform at their highest possible levels in their positions and advance in accordance with individual potential and abilities.

Section B:

1. The Parties agree that career development of employees is a matter of primary importance. As a part of the performance planning process, the Agency will discuss ways to assist employees in implementing individual career development plans by providing easy access to information on training opportunities, publicizing current career development training programs, advising employees of requirements needed to enter career development training programs, scheduling career development training and making resources available to cover approved expenses for career development training subject to budgetary considerations.
2. Several times a year, the Agency shall inform all bargaining unit employees of training programs and career development opportunities offered that relate to the OUC mission and/or the employees' career development. The Agency shall only be required to distribute training opportunities that it has knowledge of.
3. Employees shall be given reasonable opportunities to discuss opportunities with their supervisors and/or other Agency or personnel officials.

4. When an institution of higher learning provides for accreditation of on-the-job experience, upon the employee's request, the Agency shall submit verification of such experience.
5. Each employee shall be allotted time, as outlined by the training program, to attend training for related career development during his/her tour of duty, as long as their attendance does not disrupt the normal operations of the Agency.

Section C:

1. Requests for career development training and educational opportunities shall support or relate to the overall mission of the agency or its operations. Such request for career development training and educational opportunities shall be approved or denied within seven (7) business days of receipt by the Agency.
2. A record of satisfactorily completed training courses may be filed by each employee in their Official Personnel File.

Section D:

1. The Parties recognize the importance of career development training opportunities and upward mobility. The Labor-Management Committee established in this Agreement shall, on a periodic basis, perform the following functions:
  - a. Review existing policies and practices, with respect to career development training opportunities and recommend changes in existing programs;
  - b. Recommend the adoption of new programs, policies and practices; and
  - c. Review and offer comments on programs proposed by the Agency.
2. The Labor-Management Committee may, if it deems necessary, establish a subcommittee to address these issues. The Committee will develop an upward mobility plan that will be submitted to the Director.
3. The upward mobility plan and any recommendations submitted shall be given careful consideration by the Director. The Committee shall be informed within a reasonable period of time of the status of its recommendations.

## **ARTICLE 8 CAREER LADDER**

### Section A:

Career ladder is defined as a series of positions in the same line of work whose duties increase in difficulty from the entrance level to the level established as full performance. Employees may be promoted in it without further competition until reaching the full-performance level. Although initial competition covers the entire career ladder, such promotions are not guaranteed. The following requirements must be met each time such promotion is made:

1. Time in grade;
2. Demonstration to the satisfaction of the supervisor the ability to perform at the next higher level;
3. Meeting appropriate minimum qualifications, including selection criteria; and
4. There shall be a demonstrated need for the higher-level work to be performed.

### Section B:

An employee may receive successive career ladder promotions until he/she reaches full performance level in a career ladder series, after meeting the qualifications required for each level.

## **ARTICLE 9 SAFETY AND HEALTH**

### Section A:

The Agency shall provide the employees with reasonably safe and healthy working conditions in accordance with the D.C. Official Code, §§1-620.01 – 1-620.08 (2001 Ed.). It shall ensure the implementation and enforcement of all applicable District and Federal laws, rules and regulations regarding health and safety. The Union will cooperate in these efforts by encouraging its members to work in a safe manner and to obey established safety practices and regulations.

1. Protective devices and protective equipment shall be provided by the Agency and shall be used by all employees when required, unless otherwise deemed unsafe by the Agency.
2. Employees shall not be required to work alone in areas where their health and safety would be endangered by working alone.
3. Employees shall not be required to operate equipment that the Agency deems unsafe to use when, by doing so, they may injure themselves or others.

#### Section B:

The Agency shall ensure that training is available, in cardiopulmonary resuscitation (CPR) and First Aid. The Agency shall provide First Aid Kits for each level of the Agency's facility. The Agency shall promptly contact outside emergency medical or other appropriate employees services when an emergency occurs which warrants this type of assistance.

#### Section C:

The Agency shall make every reasonable effort to provide and maintain clean, sanitary and stocked restroom facilities for bargaining unit employees.

#### Section D:

The Agency agrees to maintain the work place and its equipment in good condition. The Union and the Agency shall make every effort to prevent accidents of any kind. If accidents occur, the prime consideration will be the welfare of the injured employee. As promptly as the situation allows, accidents are to be reported to the supervisor by the injured employee and/or his/her co-workers. The supervisor must report injuries to the Agency's Risk Management Officer. Deficiencies in this area shall be addressed consistent with the applicable rules and regulations.

#### Section E:

When an employee identifies what he/she believes to be an unsafe or unhealthy working condition, the employee shall notify his/her supervisor, who shall investigate the matter and take prompt and appropriate action. If an unsafe or unhealthy condition is determined to exist by the supervisor, the affected employee(s) may not, on a case by case basis, be required to perform duties in the affected area. During this period, the supervisor may require the employee(s) to perform their duties in another work area or to perform other duties outside the affected area.

#### Section F:

When the Agency is aware of a workplace inspection or investigation which is conducted by an Agency safety representative or by an outside Agency, such as Office of Risk Management, OSHA or NIOSH, in response to a complaint by the Union or bargaining unit employee, the Union shall be given the opportunity to participate, to the extent permitted by the investigating Agency, and to provide information as to issues of concern to bargaining unit employees. During the course of any such inspection or investigation, any employee may bring to the attention of the inspector any unsafe or unhealthy working condition. In response to a complaint by the Union or bargaining unit employee, the Agency will provide the Union with inspection findings and any associated abatements.

Section G:

Employees shall be protected against penalty or reprisal for reporting any unsafe or unhealthy working condition or practice, assisting in the investigation of such conditions, or for participating in any occupational safety and health programs and activities.

Section H:

The Agency agrees to prepare and post evacuation instructions in case of emergency at all Agency locations where bargaining unit employees are assigned. The Agency will take appropriate action to ensure that employees are familiar with the proper means of exiting the building during emergency situations that require the evacuation of the premises. Periodic emergency evacuation exercises will be scheduled to ensure that employees are familiar with evacuation procedures in collaboration with the Department of General Services.

Section I:

A continuous review of security/safety measures shall be the joint responsibility of the Agency and the Union.

Section J:

The Agency agrees to provide an employee lunchroom which may be used by employees during their lunch period. The Union recognizes that the lunchroom is a shared space and that, at times, it may be unavailable for use as a lunch area. If this situation occurs, Management shall identify where employees may eat lunch.

Section K:

The Agency and the Union mutually recognize the need for protection of employees from assault and intimidation at the work place and will work cooperatively towards that end. The Parties agree that mutual respect between supervisors, employees, and co-workers is integral to the efficient performance of the Agency. Behaviors that contribute to a hostile, humiliating or intimidating work environment, including abusive language or behavior, are unacceptable and will not be tolerated. The Parties agree to work cooperatively to prevent and end this kind of treatment.

Section L:

The Agency agrees to provide a quiet room where employees may rest and regroup.

#### Section M:

The Parties agree that the wellness of employees can reduce healthcare costs and improve attendance and work productivity. Reasonable efforts will be made by the Agency and the Union to promote wellness habits such as increased physical activity and healthy diets and ongoing mental health activities. The Parties agree to discuss the Agency's wellness program in the Labor-Management Committee.

#### Section N:

The Agency and the Union agree that stress defusing is an appropriate matter for discussion during the Parties' Labor-Management Cooperation Committee. The Parties agree to work to develop the stress defusing guidelines during the Labor-Management Cooperation Committee.

#### Section O:

The Employee Assistance Program (EAP) is designed to provide confidential and professional assessment, counseling, and referral services for employees who are experiencing personal problems that impair or have the potential to impair their work performance. The Parties acknowledge that early identification, documentation and referral of an employee for help can result in improved job performance and employee morale. The EAP offers services for family and marital problems, financial difficulties, emotional or mental illness, and substance abuse problems. Participation in EAP is not mandatory and will be administered consistent with the District Personnel Manual. Involvement in the EAP program shall be on the basis of self-referral or agency referral.

#### Section P - Self Referrals:

If an employee is on duty and recognizes that he/she needs assistance and wishes to consult with an EAP counselor, the employee will request approval from his/her duty supervisor to meet with an EAP counselor during their tour of duty. Such request will not require in-depth explanation of the problems involved. Consistent with the DPM, employees shall be granted up to two hours of administrative leave for an initial EAP appointment. Employees may use any accrued annual leave, sick leave, earned compensatory time off, leave without pay or may request advance sick leave to participate in an approved EAP program.

#### Section Q – Agency Referrals:

1. This type of referral shall be initiated by a manager when management recognizes that there are serious performance and/or attendance problems. The manager shall refer the employee to the EAP. The employee's record of compliance and participation in the EAP shall be released to the Agency only with the employee's consent.

2. The Agency may consider, in appropriate cases, whether a referral to EAP is warranted to assist the employee in improving his/her work performance and/or attendance.
3. Participation in the EAP is not a prerequisite to the Agency addressing performance and/or attendance problems nor does it restrict the Agency from taking appropriate disciplinary actions in accordance with the disciplinary article of this Agreement, or any other appropriate administrative action.

## **ARTICLE 10 TRAINING, LICENSING AND CERTIFICATIONS**

### Section A – Required Training:

Training that is required and/or a condition of employment shall be at the expense of the Agency. If possible, the training shall be conducted during the employee's regular tour of duty. If such training cannot be conducted during the employee's regular tour of duty, then the employee shall be compensated in accordance with the Compensation Units 1 & 2 Agreement.

### Section B:

When it is determined by the Agency that employees holding certain positions are required to be certified or licensed as a condition of employment, obtaining such certification or licensing shall be at the expense of the Agency, subject to Section C below.

### Section C - Retesting:

In the event an employee fails the initial test (1<sup>st</sup> test) associated with training for the license or certification, the Agency agrees to provide refresher training or retraining and allow the employee to retest. Should the employee fail the retest (2<sup>nd</sup> test), any additional costs associated with taking a third test shall be at the expense of the employee.

### Section D:

If any employee fails to pass the certification or licensing examination after the 3<sup>rd</sup> test, then the employee may be subject to disciplinary action.

## **ARTICLE 11 PERSONNEL FILES**

### Section A:

The official personnel files of all employees in the bargaining unit covered by this Agreement shall be maintained by the D.C. Department of Human Resources (DCHR).

Section B:

Employees shall have the right to examine the contents of their Official Personnel Folder, upon request in accordance with regulations and procedures issued by DCHR, and shall have the right to obtain copies of any official documents therein, subject to the D.C. Official Code §1-631.05.

Section C:

1. In accordance with D.C. Code §1-631.05, each employee shall have the right to present information immediately germane to any information contained in his or her official personnel record and seek to have irrelevant, immaterial or untimely information removed from the record.
2. In seeking to have irrelevant, immaterial or untimely information removed from the record, the employees may present evidence, which will be attached to the material to which it relates, if consistent with DPM regulations
3. If DCHR determines that the material contained in the OPF is irrelevant, immaterial or untimely, the material shall be removed from the employee's OPF.

Section D:

Information other than a record of official personnel action is untimely if it concerns an event more than three (3) years in the past upon which an adverse action to an employee may be based. Immaterial, irrelevant, or untimely information shall be removed from the official record upon a finding by the agency head that the information is of such a nature. Prior to the removal of any information in the file, the Employer shall notify the employee and give him/her an opportunity to be heard.

Section E:

Upon presentation of written authorization by an employee, the Union representative may examine the employee's personnel file and make copies of materials placed in his/her folder, consistent with the DCHR rules and regulations.

Section F:

Records of corrective actions or adverse actions shall be removed from an employee's official file in accordance with the District Personnel Manual (DPM).

Section G:

The rights of employees pertaining to their Official Personnel Files shall be extended to apply to any employee's personnel file maintained by the Agency.

Section H:

The access card signed by all those who have requested and been given access to the employee's file, as required by personnel regulations and procedures, shall be made available for review by the employee.

Section I:

In accordance with current personnel practices, employees shall receive a copy of all material placed in his/her personnel folder that may reasonably be expected to result in disciplinary action or may adversely affect the employee. Employees shall be asked to acknowledge receipt of the document by signing their name. The employee's signature does not imply agreement with the material, but simply indicates he or she received a copy.

Section J:

DCHR shall keep all arrest records, fingerprint records and other confidential criminal reports in a confidential file apart from the official personnel folder. No person shall have access to the confidential file without authorization from the Director of Human Resources (DCHR) or his/her designee.

Section K:

When an employee demonstrates that he/she was not asked to acknowledge receipt of materials placed in his/her personnel folder as provided in Section I of this Article, or there is no employee signature or witness acknowledgement of employee's refusal to sign, the employee will be given the opportunity to respond to the document and the response will be included in the folder.

**ARTICLE 12            NEW TECHNOLOGY**

Section A:

Both parties recognize the exclusive rights of Management to acquire and implement new technology. The Parties also recognize Management's obligation to provide the Union with advance notice and an opportunity for impact and effects bargaining upon request.

Section B:

Prior to implementation of any new technology that has an impact on the terms and working conditions of bargaining unit employees, the Union shall be provided with the opportunity to engage in impact and effects bargaining, upon request. Impact and effects bargaining will not delay the implementation of the new technology. The Agency agrees to provide notice to the Union of new technology, which would include a description of the new technology and the approximate timing for implementation.

Section C:

The Agency shall provide training to all bargaining unit employees impacted by the new technology. The Agency will attempt to provide training during the employees' regular tours of duty. If such training cannot be conducted during the employees' regular tour of duty, the employees shall be compensated in accordance with the Compensation Units 1 & 2 Agreement.

Section D:

The Parties agree that new technology does not include upgrades to any existing systems at the Agency, which do not change the working conditions of bargaining unit employees.

Section E:

When possible, the Agency shall provide the Union with 14 calendar days' notice prior to implementation of technology that is not at the Agency's sole discretion, but that impacts the working conditions of employees.

**ARTICLE 13            PROBATIONARY EMPLOYEES**

Employees serving a probationary period shall be entitled by virtue of this Agreement to those rights and/or privileges in this Agreement, except those that exceed or are in conflict with the provisions of the Comprehensive Merit Personnel Act or District Personnel Manual section governing probationary periods.

**ARTICLE 14            DISTRIBUTION OF AGREEMENT AND ORIENTATION OF EMPLOYEES**

Section A:

When the Agency conducts orientation sessions for new or rehired employees, sixty (60) minutes shall be allocated to the Union to make a presentation and distribute the Union's membership packet. The Agency and the Union shall make available electronic copies of this Agreement to management officials and bargaining employees respectively. The Agency will

provide the Union with seven (7) calendar days advance notice, prior to a scheduled orientation of an employee's appointment or reappointment.

Section B:

If the Agency fails to conduct an orientation, within thirty (30) calendar days of the employee's appointment or reappointment, the Agency shall allow the Union to conduct an orientation as outlined in Section A of this Article.

**ARTICLE 15 REORGANIZATION/REALIGNMENT**

Section A:

1. Prior to the Agency's implementation of a realignment, the Agency will notify the Union, in writing, fifteen (15) calendar days in advance of such implementation.
2. The Agency shall inform the Union upon implementation of any realignment and provide details as to any changes in the internal structure or functions of the Agency as a result of the realignment.

Section B:

1. Prior to the Agency's implementation of a reorganization, the Agency shall notify the Union, in writing, thirty (30) calendar days in advance of such implementation.
2. Upon request, the Agency shall engage in impact and effect bargaining with the Union over the Agency's implementation of a reorganization.

Section C:

1. **Realignment** – An action which affects the internal structure or functions of an agency, but which does not constitute a reorganization.
2. **Reorganization** – The action taken for the purposes of carrying out the objectives of Section 2 of the Governmental Reorganization Procedures Act of 1981, effective 10-17-1981 (D.C. Law 4-42; D.C. Official Code §1-315.01 (2006 Repl.)), which results in the transfer, consolidation, abolishment, addition, or authorization with respect to functions and hierarchy, between or among agencies, and which affects the structure or structures thereof, and which is subject to adoption by legislative action, including consideration by the Council of the District of Columbia, in accordance with the Act; including but not limited to the: (1) transfer of the whole or part of an agency, or the whole or part of the functions thereof, to the jurisdiction and control of another agency; (2)

consolidation of the whole or part of an agency, or the whole or part of the functions thereof, with the whole or part of another agency or the functions thereof; (3) the abolishment of the whole or part of an agency wherein such agency or part thereof does not have or will not have any functions; or (4) authorization of an officer or agency head to delegate functions vested in specific officers or agency heads not presently authorized to be delegated, except as provided in D.C. Official Code §1-204.22(6) (2006 Repl. and 2011 Supp.)).

## **ARTICLE 16                    GOVERNING LAWS AND REGULATIONS**

### Section A:

In the event any D. C. Government-wide or Agency rules, regulations, or policies are in conflict with the provisions of this Agreement, this Agreement shall prevail.

### Section B:

If, during the life of this Agreement, a law or interpretation of the law by an adjudication or administrative body invalidates or requires an amendment to any part this agreement, the parties shall meet promptly upon request of either party to negotiate the change.

## **ARTICLE 17                    UNION SECURITY AND UNION DUES DEDUCTION**

### Section A:

The terms and conditions of employment contained in this Agreement shall apply to all bargaining unit employees without regard to Union membership. Employees covered by this Agreement have the right to join or to refrain from joining the Union.

### Section B:

1. Pursuant to D.C. Official Code §1-617.07 (2001 Ed.), the Employer shall deduct dues from the bi-weekly salaries of those employees who authorize the deduction of said dues. The dues check-off authorization may be cancelled by the employee at any time upon written notification to the Union and Employer. When Union dues are cancelled, the Employer shall withhold a service fee without written authorization.
2. The employee's authorization (D.C. Form 277) shall be forwarded to the Office of Labor Relations and Collective Bargaining (OLRCB).

Section C:

Each employee's Union dues and service fees shall be transmitted to the Union, minus \$0.10 to the OLRCB for the administrative costs associated with the collection of said dues and service fees.

Section D:

Payment of dues or service fees shall not be a condition of employment.

Section E:

1. The service fees for bargaining unit employees who are not members of the Union shall be equal to the proportionate share of the Union's costs of negotiating and administering the collective bargaining agreement and adjusting the grievances and disputes of bargaining unit employees.
2. The Union shall be solely responsible for providing notice of the service fee to bargaining unit employees who are not members.
3. The Union shall notify the Employer of the pro-rata amount to be paid for service fees should it result in a change in service fees payable by any unit member. The Union shall adhere to all applicable laws in this regard.

Section F:

The Union shall indemnify, defend and otherwise hold the Employer harmless against any and all claims, demands and other forms of liability, which may arise from the operation of this Article. In any case in which a judgment is entered against the Employer as a result of the deduction of dues or other fees, the amount held to be improperly deducted from an employee's pay and actually transferred to the Union by the Employer, shall be returned to the Employer or conveyed by the Union to the employee(s), as appropriate.

**ARTICLE 18 LEAVE ADMINISTRATION**

Section A – General:

1. In an effort to provide the Union with an opportunity to educate employees with attendance issues prior to the issuance of a leave restriction letter, the Employer shall provide the Union President or his/her designee with a list of employees suspected of abusing leave, and/or employees who are continually late for duty. The Union president shall provide the Employer with a current list of authorized Union stewards who can participate in this activity. Upon receipt of the list, the

Union official and/or steward shall meet with those employees in an effort to educate them regarding the agency's attendance policies.

2. The Union agrees to meet with the employee within five (5) business days of receipt of written notice from the Employer. Should the Union agree with the Employer that leave abuse has been committed, the Union will inform the employee that future disciplinary or corrective actions may be taken in accordance with the negotiated Table of Penalties. When the circumstances outlined in this Article occur, the Union agrees that it will not initiate a grievance based on the merits. This procedure does not foreclose the imposition of corrective or adverse action when management deems necessary.
3. The Agency agrees to accept authorized medical certificates provided by employees, for sick leave use, within one (1) pay period after the employee receives written notice that management believes that an employee is engaging in a pattern or practice of leave abuse, as defined by the DPM.

#### Section B – Annual Leave:

1. The employee shall request annual leave from their immediate supervisor or the on-duty supervisor. Requests for annual leave will not be denied without sufficient cause and shall be based on upon factors which are reasonable, equitable and do not discriminate against any employee or group of employees. Leave previously approved will not be cancelled or rescheduled by the Employer without a good and sufficient reason, which shall be in writing.
2. Requests for three (3) days or less shall be requested at least two (2) days in advance. Requests for annual leave in excess of four (4) days or more shall be submitted at least five (5) days in advance. The supervisor or designee shall respond to the employee's leave request within twenty-four (24) hours of receipt of the request but no later than the employee's last tour of duty before the requested leave begins.
3. It is the responsibility of the employee to notify his/her supervisor of the need for emergency leave prior to the start of his/her tour of duty. Call in for emergency annual leave shall be at least one (1) hour before the start of the tour of duty, and will state the reason for the requested leave and the expected duration. If a one-hour notice is impossible due to the nature of the emergency, then the request should be submitted as soon as possible based on the individual's circumstances. In the event of an unforeseen emergency, a family member may contact the employee's supervisor; however, the employee must make direct contact with his/her supervisor or the next higher level manager as soon as practical but no later than the end of the employee's tour of duty.

4. Requests for annual leave on the same shift shall be approved on a first received basis. But in the event two or more requests for the same period are received on the same day and staffing requirements prevent the granting of all such requests, the conflict shall be resolved on the basis of employee seniority as defined in the Seniority Article.
5. For holidays with high demand, the LMC will develop a process that combines seniority and a lottery system for the purpose of approving leave.
6. Employees shall receive a lump sum payment for all annual leave not used at retirement, resignation or separation in accordance with the DPM rules and regulations.

Section C – Sick Leave:

1. Accrued sick leave shall be granted to employees incapacitated by illness and unable to perform their duties. Sick leave may also be used by employees to care for immediate family members as defined by the D.C. Family and Medical Leave Act. Such family members shall include the employee's spouse (including a person identified by an employee as his/her "domestic partner", as defined in D.C. Official Code §32-701 (2001 Ed.)). Employees shall request sick leave as soon as possible on the first day of sickness. Leave without pay (LWOP) may be granted at the sole discretion of the employer, when an employee does not have any accrued sick leave.
2. To the extent possible, sick leave shall be requested and approved in advance for visits to and/or appointments with doctors, dentists, practitioners, opticians, chiropractors, etc. and for the purpose of securing diagnostic examinations, treatments and x-rays.
3. Employees shall not be required to furnish a doctor's certificate to substantiate request for sick leave unless such leave exceeds three (3) work days of continuous duration or the employee is on sick leave restriction. Employees may submit medical certificates for sick leave for occurrences that are less than three (3) days in duration, management will document that a certificate was submitted for the occurrence.
4. The Agency may grant advance sick leave to permanent employees in amounts not to exceed 240 hours.
  - a. The request must be in writing and must be supported by an acceptable medical documentation.
  - b. All available accumulated sick and annual leave must be exhausted.

- c. The request should only be denied if the requirements of a. and b. are not met; or if there is reason to believe that the employee will not return to duty or may not be able to repay the advanced leave.

Section D – Family and Medical Leave:

The Agency shall grant employees FMLA leave in accordance with D.C. Official Code §32-501 *et seq.* (2006). Employees are entitled to apply for D.C. FMLA and Federal FMLA as outlined in the applicable rules and regulations thereof.

Section E – Leave without Pay:

An employee may be granted leave without pay, up to one (1) year, in the event of serious illness and upon expiration of accumulated sick leave in accordance with the provisions of the District of Columbia Personnel Manual (DPM).

Section F – Paid Family Leave:

The Agency shall comply with the District of Columbia's Paid Family Leave Benefit process in accordance with the District Personnel Manual and regulations.

Section G – Court Leave:

Court Leave will be granted in accordance with the Collective Bargaining Agreement for Compensation Units 1 & 2.

Section H – Funeral Leave:

Bereavement leave shall be granted in accordance with the Compensation Agreement for Compensation Units 1 & 2.

Section I – Paternity and Maternity Leave:

Paternity and maternity leave, including for a legal guardian, shall be granted in accordance with the District's Family and Medical Leave Act. Leave under Section I of this Article may be any combination of accumulated leave and then leave without pay.

## ARTICLE 19 DISCIPLINE

Employees shall be disciplined for cause in accordance with the provisions of the District Personnel Manual Chapter 16.

### Section A:

1. Employees have the right to advance notice where appropriate, and an opportunity to respond to proposed discipline pursuant to the provisions of Chapter 16 of the DPM.
  - a. **Admonition** – Any written communication from a supervisor or manager to an employee, up to but excluding an official reprimand, that advises or counsels the employee about conduct or performance deficiencies, and the possibility that future violations will result in corrective or adverse action.
  - b. **Corrective Action** – An official reprimand or a suspension of less than ten (10) days.
  - c. **Adverse Action** – Suspension of ten (10) days or more, a reduction in grade, or a removal:
    - (1) In the case of a proposed corrective action, employees shall receive an advance written notice of ten (10) days.
    - (2) In the case of a proposed adverse action, employees shall receive an advance written notice of fifteen (15) days.
2. The Agency shall take action only in accordance with the Progressive Discipline Table of Offenses as contained in the negotiated OUC Table of Penalty Guide.

### Section B:

1. Employees have the right to contest adverse actions through either the Office of Employee Appeals (OEA) or the negotiated grievance procedure. Corrective actions may only be contested through the grievance procedure. An employee shall be deemed to have selected his/her forum at the time of the initial filing. Once the selection has been made it cannot be changed.
2. Should the employee elect to appeal the action to OEA, such appeal shall be filed in accordance with OEA regulations.

3. Should the employee elect to grieve under the negotiated grievance procedure, the grievance must be filed pursuant to the Grievance and Arbitration article of this Contract.

#### Section C:

1. An employee or his/her Union representative shall be provided up to four (4) hours of official time to prepare for his/her response to a proposed corrective action and up to eight (8) hours of official time to prepare for his/her response to a proposed adverse action.

2. If the Agency has reason to counsel an employee, it shall be done so as not to unnecessarily embarrass the employee before other employees or the public.

3. At any investigatory interview which the employee reasonably believes may result in discipline, an employee may request to have a Union representative present at said meeting. Such requests shall not be denied.

## **ARTICLE 20 VACANCY ANNOUNCEMENTS**

#### Section A:

All vacancy announcements for positions covered by this Agreement shall be posted on all bulletin boards within the Agency for a minimum of ten (10) working days and posted on the District's web site located at [www.dchr.dc.gov](http://www.dchr.dc.gov).

#### Section B:

Employees must submit an application in the manner outlined in the announcement to be considered. The Agency will provide written notice to all unsuccessful candidates in the bargaining unit of their non-selection within thirty (30) working days after the selection has been made or when the position is unavailable.

#### Section C:

Where all other factors are equal among qualified applicants, as determined by the Agency, the vacancy shall be filled by the qualified applicant who has seniority in the Agency.

#### Section D:

Employees may individually or with a Union representative request a final review of a specific promotion action for which they applied and were not selected.

Section E:

The Union President or designee shall be provided with a copy of all vacancy announcements in the Agency.

**ARTICLE 21                    GRIEVANCE/ARBITRATION PROCEDURE**

Section A:

1. The purpose of this Article is to provide a mutually acceptable method for the prompt and equitable settlement of grievances.
2. Therefore, the Agency and the Union retain the right to settle any grievance in the enforcement of this Agreement through and including Step 4 of the grievance process. The Agency shall ensure that all settlements reached with respect to grievance resolution shall be implemented.

Section B:

1. A grievance is a complaint by any unit employee, the Union or Agency that there has been:
  - a. A violation, misapplication or misinterpretation of one of the following:
    - (1) This Agreement;
    - (2) The Compensation Agreement for Compensation Units 1 & 2; or
    - (3) Any claimed violation, misinterpretation or misapplication of a rule, regulation or order of the Office of Unified Communications that affects a term or condition of employment.

Section C – Presentation of Grievance:

1. This procedure is designed to enable the Parties to settle grievances at the lowest possible administrative level, where resolution is possible.
2. Categories of Grievance:
  - a. (1) Personal: A grievance of a personal nature requires signature of the aggrieved employee at Step 1, even if the grievant is represented by the Union.

- (2) In the case of an individual grievant proceeding without Union representation, the Union shall be given the opportunity, pursuant to advance notification, to be present and offer its view at any meeting held to adjust the grievance. A copy of any settlement agreement reached between the Parties or adjustment, decision or response made by the Agency will be sent to the Union.
  - b. Group: If a grievance involves a group of bargaining unit employees with in the Agency, the grievance may be filed by the Union on behalf of the group of employees at the appropriate step of the grievance procedure where resolution is possible. When filed by the Union, the grievance must be signed by the Union President or his/her designee; such designation must be in writing and signed by the Union President. A group grievance must contain all information specified in Step 1 of the grievance procedure and list the unit or group of employees affected and be signed by each member of the group.
  - c. Class: A grievance involving all the employees in the bargaining unit must be in writing and filed and signed by the Union President or his/her designee; such designation must be in writing and signed by the Union President. Grievances so filed will be processed only if the issue raised is common to all unit employees. A class grievance must contain all information specified in Step 1 of the grievance procedure and the Agency Head, or his/her designee shall respond in writing within 20 business days of its receipt.
3. Pursuant to D.C. Code §1-617.06(b), employees may present a grievance at any time without the intervention of the labor organization. In the event the group is not represented by the Union, the Union must be given the opportunity, pursuant to advance notification, to be present and offer its view at any meeting held to adjust the grievance. A copy of any settlement agreement reached between the Parties as adjustment, decision or response made by the Agency must be sent to the Union.

#### Section D – Procedure:

1. Step 1: The aggrieved employee and, should the employee so elect, a Union representative, shall orally or in writing, present and discuss the grievance with the on-duty supervisor or his/her designee, the Union also agrees to send notice to the grievance intake box that the Step 1 grievance has been initiated, within ten (10) business days of the occurrence of the event giving rise to the grievance or within ten (10) business days of the employee's knowledge of such event. The supervisor shall make a decision on the grievance and reply to the employee and

his/her representative within ten (10) business days after presentation of the grievance. The grievance at this and subsequent steps shall contain:

- a. Description of the nature of the grievance;
  - b. The date(s) on which the alleged violation occurred;
  - c. A complete citation to the contract provisions allegedly at issue;
  - d. A statement of the remedy or adjustment sought;
  - e. The signature of the aggrieved employee(s) and the Union representative, if applicable, according to the category of the grievance.
2. Step 2: If the grievance is not settled, the employee with or without his/her Union representative, shall submit a signed, written grievance to the Agency Labor Liaison within 15 business days following the Step 1 response or the date said response was due.

The Agency Labor Liaison shall submit a signed, written response to the grievance to the employee or his/her Union representative within fifteen (15) business days of its receipt. If the aggrieved employee is not being represented by the Union, the management official must send a copy of the Step 2 response to the Union within fifteen (15) business days.

3. Step 3: If the grievance remains unsettled, the grievance shall be submitted to the Agency Director or his/her designee within fifteen (15) business days following receipt of the Step 2 response. Within 15 business days, the Agency Director or his/her designee:
- a. May meet with the aggrieved employee and his/her representative to attempt to resolve the grievance, and;
  - b. Shall respond in writing within 15 business days of the submission of the Step 3 grievance or the Step 3 meeting, if one occurred.
4. Step 4: If the grievance remains unsettled, the Union within 15 business days from receipt of the Director's response, shall advise the Director, Office of Labor Relations and Collective Bargaining (OLRCB) in a signed statement should the Union intend to request arbitration of the matter on behalf of the employee(s). Only OLRCB or the Union can refer a grievance to arbitration. If the Union does not demand arbitration within 15 business days of the receipt of the Director's decision, the Director's decision is final and binding.

Should the grievance not contain the required information, the grievant shall be so notified in writing and given five (5) business days from receipt of notification to resubmit the grievance. Failure to timely cure the deficiencies will result in the dismissal of the grievance and a determination that the grievant is not entitled to the requested remedy.

If the Agency fails to respond to a submitted grievance within the time limits specified in any step, the employee or the union may invoke the next step in the grievance process. If the Agency fails to provide a response at any step of the grievance process to a submitted grievance, the agency shall be limited in later proceedings to only rely upon evidence that was previously introduced in the grievance process.

#### Section E – Grievance Mediation:

The purpose of this Grievance Mediation procedure is to provide a method by which the Parties may mutually reach satisfactory solutions to grievances prior to the invocation of arbitration. The Parties recognize the necessity of carefully considering the circumstances of the particular grievances in deciding whether to utilize this procedure. This procedure, while broadening the channels of grievance resolution, must comply with District of Columbia laws, rules, regulations and the negotiated grievance procedure and shall only be invoked upon mutual agreement of the Parties in writing on a case-by-case basis.

##### 1. Selection:

- a. Should the Parties fail to resolve the grievance utilizing the grievance procedure set forth above (Section D), the Parties may, within ten (10) business days after the Union's request for arbitration pursuant to Step 4 of the grievance procedure, mutually agree to utilize the mediation process as set forth below.
- b. A joint request shall be submitted to the Federal Mediation and Conciliation Services (FMCS) or other appropriate authority that provides grievance mediation services, with which the Parties jointly agree. The mediator selected must have demonstrated expertise in public sector labor relations and in grievance mediation.
- c. The mediation session(s) must commence within thirty (30) days of the Agreement to mediate and must conclude prior to the date scheduled for the start of the arbitration requested pursuant to the procedures established in Section D of this Article.

##### 2. Mediation Procedure:

- a. Each party shall have representation at the mediation session.

- b. the Grievant(s) shall be present and participate at the Mediation session. In the case of a class or group grievance, a maximum of three (3) grievants of a class or group grievance shall be present as representatives of the class or group.
  - c. Mediation sessions shall be informal. The rules of evidence shall not apply.
  - d. The mediation session shall be confidential. No record of the session shall be made.
  - e. During the session, the mediator may meet individually or jointly with participants, however, he/she is not authorized to compel or impose a settlement.
  - f. The mediation session shall not exceed one (1) day unless the Parties agree otherwise.
3. Mediation Conclusion:
- a. The Parties shall sign their respective copies of any Settlement Agreement as a result of mediation.
  - b. Should both Parties accept the settlement, it shall not have precedent-setting value unless mutually agreed to on a case-by-case basis. Absent mutual agreement neither party may cite any settlement achieved through mediation in any other proceeding.

#### Section F - Arbitration:

The Parties agree that arbitration is the method of resolving grievances as defined in Section B above which have not been satisfactorily resolved pursuant to the grievance procedure and may be used by the Union to appeal disciplinary actions.

#### Section G:

Within twenty (20) business days of the decision of the Agency Director on a disciplinary action as the final Agency Action, the Union, on behalf of an employee, may advance the matter to arbitration.

#### Section H – Selection of an Arbitrator:

Except in cases of mutual agreement as to the appointment of an arbitrator, the party demanding the appointment of an arbitrator may file with either the American Arbitration

Association (AAA) or the Federal Mediation and Conciliation Services (FMCS). The AAA or FMCS shall be requested by the party demanding arbitration to provide a list of at least seven (7) arbitrators from the sub-regional Washington, D.C. Metropolitan Area from which an arbitrator shall be selected after receipt of the list by both parties. When either party requests a panel, the FMCS or AAA shall be provided with the name and address of the Office of Labor Relations and Collective Bargaining as the representative of the Employer. The Party requesting the panel shall bear the fees associated with the panel request and any initial administrative fees. Both the Employer and the Union may strike three (3) names from the list using the alternate strike method. The party requesting arbitration shall strike the first name.

Section I:

1. If, before the selection process begins, either party maintains that the panel of arbitrators is unacceptable, a request for a new panel from AAA or FMCS shall be made. Subsequent requests can be made until the parties receive an acceptable panel.
  - a. Either party may dispute that a valid collective bargaining agreement exists between the parties or that the substantive matter in dispute is not within the scope of the collective bargaining agreement.
    - (1) The Parties agree that under the current law in the District of Columbia, the substantive issue of whether a particular subject matter is subject to arbitration under the parties CBA is an issue for judicial determination. The threshold issue of arbitrability is within the exclusive jurisdiction of the District of Columbia Superior Court. See, *Washington Teachers' Union Local #6, et al. v. District of Columbia Public Schools*, 77 A.3d 441 (D.C. 2013). If legislation is passed changing the law or *Washington Teachers' Union* is overturned by the court, the Parties agree to immediately re-visit and re-negotiate this provision in order to determine the appropriate process for establishing arbitrability under this agreement. Disputes regarding whether a matter is or is not substantively arbitrable under the Parties' CBA will be decided under the rules outlined in D.C. Official Code §16-4407.
    - (2) If a Party asserts a matter is not substantively arbitrable and a Party files to compel or stay arbitration under the D.C. Official Code §16-4407, the unsuccessful party at Superior Court shall pay the filing costs/fees for filing in Superior Court of the successful Party.
  - b. Hearings shall be held in the Office of Labor Relations and Collective Bargaining Negotiation Center or another mutually agreeable location. If

any additional costs are involved, they shall be borne equally by the Parties.

- c. The arbitrator shall hear and decide only one (1) grievance in each case unless the Parties mutually agree to consolidate grievances.
- d. The arbitration hearing shall be informal and the rules of evidence shall not strictly apply.
- e. The hearing shall not be open to the public or persons not immediately involved.
- f. The witnesses shall be sequestered upon request of either party.
- g. Either party to the arbitration has the right to have a verbatim stenographic record made at its own expense. The expense may be shared upon mutual agreement in advance of the hearing. The stenographic company shall provide the Arbitrator a copy of the record. Stenographic records are not producible pursuant to a request by either party unless that party has paid for all or part of the cost of said record pursuant to a mutual agreement. If the Union intends to share the cost of the record of the hearing it must notify OLRCB at the time of selecting a hearing date. If at any point the Union wants a copy of the transcript they may request a copy for half the cost.
- h. The Parties may attempt to submit a written joint statement of the issue or issues to the arbitrator. If the parties cannot agree on a written statement, each party shall submit a statement to the arbitrator.
- i. The Parties shall exchange witness lists in writing five (5) calendar days prior to the date the hearing is commenced. District employees will be on-call and will be released to testify only on an "as-needed" basis. These lists may be amended for good cause shown.
- j. The arbitrator's award shall be in writing and shall set forth the arbitrator's findings, reasoning and conclusions within thirty (30) business days after the conclusion of the hearing or within thirty (30) business days after the arbitrator receives the briefs, if filed, whichever is later.
- K. The arbitrator shall not have the power to add to, subtract from, or modify the provisions of this Agreement through the award. The arbitrator shall confine his/her award to the issue(s) presented. The Arbitrator's award shall not conflict with any provision of applicable law.

The arbitrator shall not retain jurisdiction of the case once his/her decision is issued.

- l. The arbitrator shall have the authority to award appropriate remedies consistent with law. The arbitrator's authority shall be limited to determining whether the Agency has violated the provision(s) of this Agreement. The arbitrator shall not have the power to commit errors of law or legal reasoning and the award may be vacated by a court or other competent jurisdiction on appeal.
- m. The arbitrator's award shall be binding upon both Parties.
- n. A statement of the arbitrator's fees and expenses shall accompany the award. The fees and expenses of the arbitrator shall be borne equally by the Parties. Either Party may appeal the arbitrator's award in accordance with applicable law and regulations.

Section J – General:

- 1. All time limits shall be strictly observed unless the Parties mutually agree to extend said time limits.
- 2. The presentation and discussion of grievances shall be conducted at a time and place which will afford a fair and reasonable opportunity for both Parties and their witness(es) to attend. Such witness(es) shall be present only for the time necessary for them to present evidence. When discussions and hearings required under this procedure are held during the business hours of the participants, all unit employees required to be present shall be excused with pay for that purpose.
- 3. If either Party considers a grievance to be either substantively or procedurally non-grievable or non-arbitrable, that Party shall so notify the other Party prior to the date of the hearing.
- 4. A party does not waive its rights to present procedural defenses by failing to raise the issue before the start of the arbitration hearing.

**ARTICLE 22            DETAILS AND TEMPORARY PROMOTIONS**

Section A:

A detail is the temporary official assignment of an employee to a different position or duties.

Section B:

1. When an employee is detailed to a higher graded position for more than ninety (90) days, he/she shall receive the higher rate of pay as acting pay, effective the pay period which begins on or after the ninety-first (91<sup>st</sup>) day. The applicable rate of pay will be determined by application of D.C. Government procedures concerning grade and step placement.
2. For details in excess of thirty (30) working days, the detail shall be documented, a copy given to the employee and a copy made a part of the employee's official personnel file.
3. An employee shall not be detailed to perform duties outside of an official description for more than ninety (90) working days.
4. A career employee may be given a temporary promotion to meet a temporary need. A temporary promotion of 120 working days or less may be made without regard to merit promotion requirements.

Section C:

This provision shall not apply to training programs.

Section D:

Details shall not be made as a means of retaliation.

Section E:

An employee on detail to a lower graded position shall maintain the pay for his/her original position.

**ARTICLE 23                    ADMINISTRATION OF OVERTIME**

Section A:

1. Overtime work shall be distributed equally among employees who possess the required skill set of the position. Individual employee qualifications shall be considered when decisions are made on which employees shall be called for overtime work.
2. Factors to be considered when authorizing anticipated and unanticipated overtime: Absent operational emergencies, the Agency will make every effort to prevent employees from working a combination of regular and/or overtime

assignments that do not allow for eight (8) consecutive hours off duty within each twenty-four (24) hour period. This twenty-four (24) hour period begins when the employee first reports to work (either on regular time or on an overtime basis) after an off-duty period.

Section B:

1. Anticipated Overtime – Work that is necessary to be performed on an overtime basis that is known and can reasonably be planned for and scheduled in advance.
2. Anticipated overtime assignments shall be scheduled and posted as soon as practical, but no less than forty-eight (48) hours in advance.
3. Employees working anticipated overtime are responsible for reporting for overtime assignments in accordance with the requirements of a regular tour of duty absent extraordinary circumstances. When such circumstances are encountered, the employee will make every effort to contact his/her on duty supervisory two hours in advance of the scheduled overtime for the purpose of requesting an excusal.

Section C:

1. **Unanticipated Overtime:** Work that is necessary to be performed on an overtime basis that is not known, or cannot reasonably be planned for or scheduled in advance. On duty employees:
  - a. Management shall first solicit volunteers who possess the required skill set when unanticipated overtime work is required.
2. **Forced Overtime:** In the event that an insufficient number of qualified individuals volunteer to perform the unanticipated overtime, management shall solicit from the pool of employees who possess the required skill set in inverse order of seniority.
  - a. Management will make every effort to notify employees two (2) hours in advance of the end of their tour of duty in the cases of forced overtime.

Section D:

When the Agency determines that the employees services on an overtime basis are not needed prior to the start of the assignment, every attempt will be made to notify the affected employees in sufficient time to prevent the employee from reporting for duty. In the event that an employee is not notified and he or she reports to duty, the employee shall be credited a minimum of two (2) hours of overtime, if he or she is dismissed.

## **ARTICLE 24            SCHEDULING/HOURS OF WORK**

### Section A:

Work schedules showing the employees tour of duty shall be posted or otherwise made known to the employee in writing.

### Section B:

Prior to any changes to the employee's work schedule, the employer shall provide the employee with a fourteen (14) day written notice, absent emergencies. The Employer will also furnish the employee with the reason(s) for the change in the work schedule.

### Section C:

An employee's schedule shall not be changed for brief periods of time or on short notice for the sole purpose of avoiding the payment of overtime.

### Section D:

When an employee is required to attend a mandatory training, when not scheduled for work, he or she shall be compensated consistent with the Compensation Units 1 & 2 Agreement.

### Section E – Rest Periods:

The Agency and the Union agree that rest periods will be provided as follows:

1. One (1) thirty (30) minute break for every four hours worked, one of which will be an unpaid 30 minute lunch break as required by the DPM.
2. One (1) fifteen (15) minute break applicable for every two (2) hours worked beyond the regular tour of duty. The same principle shall apply for overtime.

## **ARTICLE 25            UNION REPRESENTATION**

### Section A:

One (1) Chief Steward and up to (6) Shop Stewards shall be designated by the Union and shall be accorded recognition by the Agency as representatives for employees in the bargaining unit.

### Section B:

The Union will furnish the Agency a written list of elected officials, stewards and authorized employee representatives and submit changes quarterly and as they occur. Recognition will be

given to those representatives whose names have been submitted to the Agency for the purpose of official time.

#### Section C:

Stewards are authorized to perform and discharge the duties and responsibilities of their position as it relates to representing the employees of the unit. Request by Stewards to meet with employees or request of employees to meet with Stewards shall not require prior explanation to the supervisor of the problems involved other than to identify the area to be visited and the general nature of the Union business to be conducted. The supervisor may deny access based on workload or staffing reasons but will provide access at the earliest feasible opportunity.

#### Section D:

The Agency shall make every reasonable effort to notify the Union and the steward no later than (14) fourteen calendar days prior to placing Union representatives on details or making shift changes. In the case of reassignments or transfers, the requirements of Article 24 shall apply. In no case shall such action be taken as a means of punishment or retaliation.

#### Section E- Request for Official Union Time:

1. The Agency shall establish and maintain an electronic application that will allow any authorized Union official to submit request for the use of official time. The electronic application will keep a running tally of the number of official time hours used and remaining for both the Union President and the remaining Union officials during the weekly time period. The electronic application may be periodically updated to allow for enhancements which allow for greater efficiency and transparency. Any updates to the system shall be communicated to the Union prior to implementation.
2. A Union's representatives request to use official time shall be made by a reasonable date that allows the Agency to either approve, disapprove, or cancel such request at least one week prior to such meeting, except that a Union representative may request to use official time:
  - a. Participate or attend an unscheduled meeting; or
  - b. Engage in official time activities that could not have been scheduled a week prior to the requesting date. The Agency shall, in a reasonable time, either approve, disapprove, or cancel a request made pursuant to clause (a) or (b).
3. If a request to use official time is denied or cancelled, the Union representative for whom official time was requested shall be notified within 48 hours of such denial or cancellation of a rescheduled date on which the representative may use official time.

Such rescheduled date shall be within (5) five calendar days of the original request of official time.

4. If the Agency fails to respond to the initial request for official time the request shall be deemed approved.
5. A Union representative may use approved official time only after first reporting for his/her scheduled tour of duty.
6. Duty to Report - A Union representative, prior to using approved official time, shall submit the request for the use of official time through the electronic application. The Agency shall maintain records of official time used. The Agency shall provide copies to the Union upon request.
7. Recordation – A Union representative, prior to using approved official time, shall submit the request for the use of official time through the electronic application. The Agency shall maintain records of official time used. The Agency shall provide copies to the Union upon request.

#### Section F- Hours of Official Time:

1. The term “official time” as used in this agreement shall mean an approved absence from duty by a recognized Union official during regular hours of duty without loss of regular or premium pay and without charge to annual leave, sick leave or compensatory time, for conducting official union business as defined in Section G below. Official time may only be granted to Shop Stewards and elected officials whose names have been submitted to the Agency.
2. Up to 35 hours of official time per week may be used by the Union (to be distributed by the Union amongst its Steward and Officers, excluding the President) to engage in permissible official time activities. Up to 50 % of the number of hours that constitute the Union President’s weekly tour of duty may be used by the Union President, per week, to engage in permissible official time activities.

#### Section G- Permissible Official Time Activities:

Union representatives who are Agency Employees shall be permitted official time to engage in the following activities:

1. Assisting employees in the preparation and/or presentation of grievances, complaints and appeals;
2. Investigating alleged violations of the Parties collective bargaining agreement; attending negotiation sessions or impact and effects bargaining meetings as designated members

of a team or acting as alternate for absent member.

3. Preparation for and presentation in a hearing before a negotiated arbitrator, the PERB, the Office of Employee Appeals, the Office of Human Rights, and other applicable jurisdictional bodies;
4. Furnishing employees advice on their rights and privileges under the Parties collective bargaining agreement and applicable laws, rules and regulations;
5. Attending scheduled training to further the interest of improving the Labor-Management relationship;
6. Arranging for witnesses and obtaining other information or assistance relative to a grievance or appeal;
7. Attending Labor-Management Partnership Council meetings, Council oversight hearings involving the Agency, and any meetings in which the Union is invited and scheduled to meet with the Mayor or his/her designee, City Council, or Congress relating to labor-management relations; and
8. Travel to and from any of the activities listed above.

#### Section H:

The Parties understand and agree that workload and scheduling considerations may not always allow for the immediate release of Union representation from their work assignments. While discretion for release lies with the Agency, such permission for release shall not be unreasonably delayed.

#### Section I:

Non-employee union representatives must give two (2) hours of advance notice prior to entry into any Agency facility to conduct union business. Said notice must be provided to the Agency Labor Liaison or his/her designee.

#### Section J:

Upon entering a work area other than his/her own, the Union representative shall advise the appropriate supervisor of his/her presence and the name of the employee he/she desires to visit. In the event the Union representative wishes to visit a work area but not meet with a bargaining unit member, he/she must notify the appropriate supervisor upon arrival.

**Section K:**

The union agrees that grievances should preferably be investigated, received, processed and presented at a time when Agency performance standards will not be compromised unless otherwise authorized. The Agency will not prevent Union representatives from representing employee at reasonable times consistent with the provision of this Agreement.

**Section L:**

No Union official will be disadvantaged in the assessment of his/her performance based on the use of official union time.

**ARTICLE 26            CONTRACTING OUT**

**Section A:**

It is recognized that contracting out work that is normally performed by employees covered by this Agreement is of mutual concern to the Agency and the Union. When there will be a known adverse impact to bargaining unit employees, the Employer shall meet with the Union within thirty (30) business days prior to final action, except in emergencies.

**Section B:**

The Agency agrees to meet with and provide the Union with a full opportunity to make its recommendations known to the Agency who will duly consider the Union's position and give reasons in writing to the Union for any contracting out action. The agency agrees to abide by appropriate District regulations regarding contracting out.

**ARTICLE 27            REDUCTION IN FORCE**

**Section A:**

The Agency agrees that reductions-in-force will be conducted in accordance with the procedures set forth in D.C. Official Code §1-624.02.

**Section B:**

The Parties agree that an employee identified for separation from his/her position through a reduction-in-force action may appeal his/her separation only in accordance with D.C. Official Code §1-624.08. A reduction-in-force action is not a grievable matter under this Agreement.

**Section C:**

In the event of a reduction-in-force, the Agency shall engage in impact and effects bargaining, upon request by the Union.

Section D:

When requested by the Union, the Agency agrees to provide the Union with information that is relevant and necessary for the Union to engage in impact and effects bargaining.

**ARTICLE 28            LABOR-MANAGEMENT COOPERATION COMMITTEE**

Section A:

Consistent with the principles of the D.C. Labor-Management Partnership Council, the Parties agree to establish and support appropriate partnerships within the OUC. The Labor-Management Cooperation Committee shall be composed of equal number of high level officials representing each Party. The purpose of the meetings shall be to discuss different points of view and exchange views on working conditions, terms of employment, matters of common interest or other matters which either Party believes will contribute to improvement in the relations between them within the framework of this Agreement. It is understood that appeals, grievances or problems of individual employees shall not be subjects of discussion at these meetings, nor shall the meeting be for any other purpose which will modify, add to or detract from the provisions of this Agreement.

Section B:

The Committee shall establish itself within 30 days of signing and approval of this agreement and shall request labor management training within 60 days of establishing itself. Such training shall be conducted on a bi-annual basis. The parties shall make every attempt to have Federal Mediation and Conciliation Services (hereinafter referred to as the "FMCS") provide such training. Any cost associated with partnership training shall be shared equally by the Parties. The LMCC shall determine its guidelines and operating procedures at its inaugural meeting and memorialize such procedures in writing. All committee decisions shall be made by consensus only.

Section C:

1. The standing members of the LMCC appointed by the Union shall be granted official time to attend the LMCC meetings. If such member(s) attend(s) meetings that fall outside of his/her normal tour of duty, the Agency will attempt to modify their tour of duty. If the employee's tour of duty cannot be modified, the meeting will be rescheduled.

2. The Union shall notify the Agency at least one (1) day in advance of any scheduled meeting if an alternate will attend in the absence of the appointed member. The Agency shall grant official time to the alternate member.

Section D:

If issues of health and/or safety arise, either Party may demand a meeting of all or part of the committee to be scheduled as soon as is practicable. Sub-committees may also be formed to address specific and/or longstanding issues.

**ARTICLE 29 SENORITY**

Section A:

Seniority shall be considered when making decisions regarding shift changes, leave approval and other working conditions. Seniority determination shall be made in the following order:

1. Service computation date.
2. Time in position.
3. Alphabetical order of surname shall be used when employees occupy the same position, hired or promoted on the same day.

Section B:

An employee(s) continuous service shall be broken by voluntary resignation, discharge for cause or retirement. If an employee returns to his former, or comparable, position within one-year, the seniority he had at the time of his/her departure will be restored but he/she shall not accrue additional seniority during his/her period of absence.

Section C – Seniority List:

The agency shall provide the Union, annually, with a list of names of employees represented by the Union. The list will be in seniority order as defined by this Article.

**ARTICLE 30 FACILITIES AND SERVICES**

Section A:

The Agency agrees to the use of its facilities for meeting purposes for the Union subject to the following conditions:

1. The use of facilities will not involve any additional expense to the District Government other than the normal expenses which are incurred for items such as heating and lighting.
2. The Union agrees to notify the agency in writing at least five (5) days in advance that it intends to have a Union meeting within the tenant occupied space of OUC facilities.
3. To reserve the facility, the Union must send a request, via e-mail, to the Labor Liaison or his/her designee. The Labor Liaison/designee will respond within two (2) business days of the request. Failure to reply shall be construed as an approval of the Union's request.
4. The Union recognizes its responsibility in using District facilities to observe all applicable security and public safety regulations and to conduct its meetings in an orderly manner so as not to interfere with normal work operations, and assumes responsibility for all damages to District property occasioned by their use, and agrees to leave the facility in a clean and neat condition.
5. The Employer agrees to provide the Union with an office of a size to accommodate 2 desks, 2 computers, 4 chairs, a file cabinet, and a telephone for the purpose of conducting Union business. The office will lock.

**ARTICLE 31            BULLETIN BOARDS**

The Agency agrees to provide a reasonable amount of space on existing or new bulletin boards and in areas commonly used by employees in locations mutually acceptable to the Union and the Agency. The Union shall use this space for the purpose of advising members of meetings and any other legitimate Union information.

**ARTICLE 32            DISTRICT PERSONNEL MANUAL**

The Agency shall make available to the Union in its Personnel Office any portion of the D.C. Personnel Manual that is not available on the District's web site. The Agency shall furnish the Union with a copy of all Agency regulations.

**ARTICLE 33            SAVINGS CLAUSE**

Section A:

In the event any article, section or portion of the Agreement should be held invalid and unenforceable by any Court or higher authority of competent jurisdiction, such decision shall apply only to the specified article, section or portion thereof specified in the decision; and upon

issuance of such a decision, the Agency and the Union agree to immediately negotiate a substitute for the invalidated article, section or portion thereof.

Section B:

This collective bargaining agreement represents the complete agreement between the parties for the term and cancels and supersedes any and all previous agreements entered into between the Parties.

**ARTICLE 34                    DURATION AND FINALITY OF AGREEMENT**

Section A:

This Agreement shall remain in full force and effect until September 30, 2017. The Agreement will become effective upon ratification by the Union and Mayor's approval subject to the provisions of the D.C. Official Code §1-617.15 (2001 Ed.). If disapproved because certain provisions are asserted to be contrary to applicable law, or if not ratified by the Union, the Parties shall meet within thirty (30) days to negotiate a legally constituted replacement provision or the offensive provision shall be deleted.

Section B:

The Parties acknowledge that this contract represents the complete Agreement arrived at as a result of negotiating during which both parties had the unlimited right and opportunity to make demands and proposals with respect to any negotiable subject matter.

Section C:

The Employer and Union agree to waive their right to negotiate with respect to any subject matter covered in this Agreement for the duration of this contract, unless by mutual consent or as provided in this Agreement.

Section D:

In the event that a state of civil emergency is declared by the Mayor (civil disorder, natural disaster, etc.), the provisions of this Agreement may be suspended by the Mayor during the time of emergency.

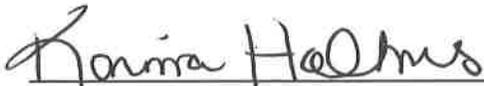
Section E:

This agreement shall remain in effect until September 30, 2017. If either party desires to reopen the Agreement it will do so during the month of June 2017. The agreement may be rolled over for two (2) years.

On this 23<sup>rd</sup> day of May, 2016, and witness thereto the parties hereto have set their signature.

FOR THE OFFICE OF UNIFIED COMMUNICATIONS

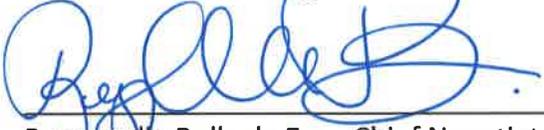
FOR NATIONAL ASSOCIATION OF GOVERNMENT EMPLOYEES, SERVICE EMPLOYEES INTERNATIONAL UNION, LOCAL R3-07

  
Karima Holmes, Director  
Office of Unified Communications

  
Lee Blackmon, Chief Negotiator  
Representative, NAGE, SEIU, Local R3-07

  
Lionel C. Sims, Director  
Office of Labor Relations and  
Collective Bargaining

  
Robert Shore, Esq., Counsel for NAGE,  
SEIU, Local R3-07

  
Repunzelle Bullock, Esq., Chief Negotiator  
Office of Labor Relations and  
Collective Bargaining

  
Gizele Richards, Negotiation Team  
Member

  
Yvonne McManus, Negotiation Team  
Member

## APPROVAL

This working conditions collective bargaining agreement between the District of Columbia Government Office of Unified Communications and National Association of Government Employees, Local R3-07, Service Employees International Union, dated May 23, 2016 has been reviewed in accordance with §1-617.15 of the District of Columbia Official Code (2001 Ed.) and is hereby approved on this 25<sup>th</sup> day of May, 2016.



Muriel C. Bowser, Mayor

## Event Percentage by Agency

Data For October 1, 2016 - March 28, 2021

All CAD events created including canceled events.

	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
DCFEMS	24.1%	25.2%	25.3%	26.5%	26.8%
MPD	81.1%	79.8%	80.3%	75.6%	71.8%
TRU	2.0%	2.3%	2.3%	5.5%	8.1%

## All Events Summary by Priority

Data For October 1, 2016 - March 28, 2021

All CAD events created including canceled events.

	priority	Grand Total	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Grand Total		3,930,008	902,942	898,027	921,382	849,891	357,769
DCFEMS	0	15		10	1	4	
	1	469,259	97,366	105,387	109,141	110,418	46,947
	2	448,351	79,870	95,671	118,044	108,472	46,294
	3	80,619	40,130	25,334	6,121	6,473	2,561
	4	3			2		1
MPD	0	514		3	183	239	89
	1	348,706	79,173	100,102	71,456	68,444	29,531
	2	1,680,323	344,566	349,311	439,937	388,659	157,850
	3	1,031,924	295,126	256,978	226,879	183,995	68,946
	4	1,067	604	457	1	4	1
	5	11,595	4,665	4,104	1,407	999	420
	6	6		1		5	
	7	16	3	2	2	6	3
	8	2		1	1		
	9	13,553	7,896	5,653	2	2	
TRU	0	499		62	196	240	1
	1	21	3				18
	2	19,732	170	1,284	4,713	8,922	4,643
	3	114,829	17,828	19,049	15,885	37,798	24,269
	4	1				1	
	5	129		129			

## FEMS Events

Data For October 1, 2016 - March 28, 2021

The underlying system for event types was changed in March 2018.

All CAD events created for FEMS including canceled events and NTL.

Event Code	Event Description	priority	Grand Total	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Grand Total			998222	217366	226401	233309	225343	95803
01A	ABD- ABDOMINAL PAIN	2	2	2				
		3	4717	3124	1593			
01C	ABD- ABDOMINAL PAIN	1	1	1				
		2	2832	1908	924			
01C00	ABD- ABDOMINAL PAIN	2	6	3	3			
01D	ABD- ABDOMINAL PAIN	1	406	280	126			
02A	ALR- ALLERGIES / ENVENOMATIONS	2	1	1				
		3	573	376	197			
02B	ALR- ALLERGIES / ENVENOMATIONS	2	200	122	78			
02C	ALR- ALLERGIES / ENVENOMATIONS	1	1	1				
		2	570	388	182			
02C00	ALR- ALLERGIES / ENVENOMATIONS	1	3	2	1			
02C02	ALR- ALLERGIES / ENVENOMATIONS	1	1	1				
		2	235	153	82			
02D	ALR- ALLERGIES / ENVENOMATIONS	1	613	396	217			
02E	ALR- ALLERGIES / ENVENOMATIONS	1	12	11	1			
03A	ANBT- ANIMAL BITES / ATTACKS	3	135	93	42			
03B	ANBT- ANIMAL BITES / ATTACKS	2	248	170	78			
03D	ANBT- ANIMAL BITES / ATTACKS	1	27	19	8			
04A01A	ASSAULT / SEXUAL ASSAULT	2	1	1				
		3	2522	1594	928			
04A01S	ASSAULT / SEXUAL ASSAULT	3	14	5	9			
04A01T	ASSAULT / SEXUAL ASSAULT	3	4	3	1			
04A02A	ASSAULT / SEXUAL ASSAULT	3	255	182	73			
04A02S	ASSAULT / SEXUAL ASSAULT	3	24	18	6			
04A03A	ASSAULT / SEXUAL ASSAULT	3	92	65	27			
04A03S	ASSAULT / SEXUAL ASSAULT	3	25	17	8			
04A03T	ASSAULT / SEXUAL ASSAULT	3	3	3				
04B00A	ASSAULT / SEXUAL ASSAULT	1	2	2				
		2	4806	3220	1586			
		3	1	1				
04B00S	ASSAULT / SEXUAL ASSAULT	2	99	71	28			
04B00T	ASSAULT / SEXUAL ASSAULT	2	36	25	11			
04B01A	ASSAULT / SEXUAL ASSAULT	2	1556	1140	416			
04B01S	ASSAULT / SEXUAL ASSAULT	2	115	72	43			
04B01T	ASSAULT / SEXUAL ASSAULT	2	15	11	4			
04B02A	ASSAULT / SEXUAL ASSAULT	2	202	131	71			
04B02S	ASSAULT / SEXUAL ASSAULT	2	11	5	6			
04B02T	ASSAULT / SEXUAL ASSAULT	2	7	5	2			
04B03A	ASSAULT / SEXUAL ASSAULT	1	4	2	2			
		2	1452	984	468			
		3	1	1				
04B03S	ASSAULT / SEXUAL ASSAULT	2	58	44	14			
04B03T	ASSAULT / SEXUAL ASSAULT	2	10	6	4			
04D00A	ASSAULT / SEXUAL ASSAULT	1	124	84	40			
04D00S	ASSAULT / SEXUAL ASSAULT	1	4	3	1			
04D00T	ASSAULT / SEXUAL ASSAULT	1	2	2				
04D01A	ASSAULT / SEXUAL ASSAULT	1	18	14	4			
04D02A	ASSAULT / SEXUAL ASSAULT	1	55	48	7			
04D03A	ASSAULT / SEXUAL ASSAULT	1	246	171	75			
04D03S	ASSAULT / SEXUAL ASSAULT	1	7	6	1			
04D03T	ASSAULT / SEXUAL ASSAULT	1	1	1				
04D04A	ASSAULT / SEXUAL ASSAULT	1	17	13	4			
04D05A	ASSAULT / SEXUAL ASSAULT	1	52	32	20			
04D05S	ASSAULT / SEXUAL ASSAULT	1	3	3				
04D05T	ASSAULT / SEXUAL ASSAULT	1	1	1				
05A	BPN - BACK PAIN (NON-TRAUMATIC OR NON-RECENT)	2	2	2				
		3	1827	1214	613			
05C	BPN - BACK PAIN (NON-TRAUMATIC OR NON-RECENT)	1	1	1				
		2	667	458	209			
05D	BPN - BACK PAIN (NON-TRAUMATIC OR NON-RECENT)	1	88	65	23			
06C	TBR - BREATHING PROBLEMS	1	3	3				
		2	1658	1292	366			
06C01	TBR - BREATHING PROBLEMS	1	2718	1593	1125			
06C01A	TBR - BREATHING PROBLEMS	2	1333	802	531			
06C01E	TBR - BREATHING PROBLEMS	1	468	298	170			
06C01O	TBR - BREATHING PROBLEMS	1	314	189	125			
06C02	TBR - BREATHING PROBLEMS	1	1	1				
		2	28	18	10			
06D	TBR - BREATHING PROBLEMS	1	16221	10450	5771			
06E	TBR - BREATHING PROBLEMS	1	532	405	127			
07A01	BURNS (SCALDS) / EXPLOSION (BLAST)	3	108	74	34			
07A01E	BURNS (SCALDS) / EXPLOSION (BLAST)	3	7	6	1			
07A01W	BURNS (SCALDS) / EXPLOSION (BLAST)	3	3	3				
07A02	BURNS (SCALDS) / EXPLOSION (BLAST)	3	1	1	1			
07A03	BURNS (SCALDS) / EXPLOSION (BLAST)	3	43	20	23			
07A03F	BURNS (SCALDS) / EXPLOSION (BLAST)	3	2	1	1			
07A03W	BURNS (SCALDS) / EXPLOSION (BLAST)	3	1	1				
07A05	BURNS (SCALDS) / EXPLOSION (BLAST)	2	1	1				
		3	22	11	11			
07B00	BURNS (SCALDS) / EXPLOSION (BLAST)	2	4	3	1			
07B00W	BURNS (SCALDS) / EXPLOSION (BLAST)	2	1	1				
07B02	BURNS (SCALDS) / EXPLOSION (BLAST)	2	24	14	10			
07B02F	BURNS (SCALDS) / EXPLOSION (BLAST)	2	1	1				
07B02W	BURNS (SCALDS) / EXPLOSION (BLAST)	2	2	2				
07C00	BURNS (SCALDS) / EXPLOSION (BLAST)	2	8	4	4			
07C01F	BURNS (SCALDS) / EXPLOSION (BLAST)	2	2	2				
07C02	BURNS (SCALDS) / EXPLOSION (BLAST)	2	13	8	5			
07C02E	BURNS (SCALDS) / EXPLOSION (BLAST)	2	1	1				

07C02F	BURNS (SCALDS) / EXPLOSION (BLAST)	2	1	1				
07C03	BURNS (SCALDS) / EXPLOSION (BLAST)	2	39	21	18			
07C03E	BURNS (SCALDS) / EXPLOSION (BLAST)	2	1	1				
07C03F	BURNS (SCALDS) / EXPLOSION (BLAST)	2	4	3	1			
07C03W	BURNS (SCALDS) / EXPLOSION (BLAST)	2	1	1				
07D00	BURNS (SCALDS) / EXPLOSION (BLAST)	1	2		2			
07D01	BURNS (SCALDS) / EXPLOSION (BLAST)	1	3	2	1			
07D01E	BURNS (SCALDS) / EXPLOSION (BLAST)	1	2	2				
07D01F	BURNS (SCALDS) / EXPLOSION (BLAST)	1	1	1				
07D04	BURNS (SCALDS) / EXPLOSION (BLAST)	1	8	6	2			
07D05	BURNS (SCALDS) / EXPLOSION (BLAST)	1	8	4	4			
07D05W	BURNS (SCALDS) / EXPLOSION (BLAST)	1	1		1			
07E01	BURNS (SCALDS) / EXPLOSION (BLAST)	1	2	1	1			
07E01F	BURNS (SCALDS) / EXPLOSION (BLAST)	1	1		1			
08B	HAZ- CARBON MONOXIDE / INHALATION / CBRN	2	5	3	2			
08B00T	HAZ- CARBON MONOXIDE / INHALATION / CBRN	2	1	1				
08D	HAZ- CARBON MONOXIDE / INHALATION / CBRN	1	1		1			
09B	CRA- CARDIAC OR RESPIRATORY ARREST / DEATH	2	59	35	24			
09D	CRA- CARDIAC OR RESPIRATORY ARREST / DEATH	1	681	418	263			
09E	CRA- CARDIAC OR RESPIRATORY ARREST / DEATH	1	2584	1587	997			
09O	CRA- CARDIAC OR RESPIRATORY ARREST / DEATH	1	7	2	5			
10A	CHP- CHEST PAIN / CHEST DISCOMFORT (NON-TRAUMATIC)	2	1138	764	374			
10C	CHP- CHEST PAIN / CHEST DISCOMFORT (NON-TRAUMATIC)	1	4	3	1			
10D	CHP- CHEST PAIN / CHEST DISCOMFORT (NON-TRAUMATIC)	2	6134	3971	2163			
11A	CHK- CHOKING	1	7383	4789	2594			
11D	CHK- CHOKING	2	1	1				
11D	CHK- CHOKING	1	132	89	43			
11E	CHK- CHOKING	1	293	192	101			
11E	CHK- CHOKING	1	48	33	15			
12A	SEI- CONVULSIONS / SEIZURES	1	1	1				
12A	SEI- CONVULSIONS / SEIZURES	2	5	5				
12A	SEI- CONVULSIONS / SEIZURES	3	1443	936	507			
12B	SEI- CONVULSIONS / SEIZURES	1	1	1				
12B	SEI- CONVULSIONS / SEIZURES	2	846	564	282			
12C	SEI- CONVULSIONS / SEIZURES	2	2105	1424	681			
12D	SEI- CONVULSIONS / SEIZURES	1	5683	3715	1968			
13A	DIA- DIABETIC PROBLEMS	1	1	1				
13A	DIA- DIABETIC PROBLEMS	2	2	1	1			
13A	DIA- DIABETIC PROBLEMS	3	1471	976	495			
13C	DIA- DIABETIC PROBLEMS	1	1	1				
13C00	DIA- DIABETIC PROBLEMS	2	3098	2020	1078			
13D	DIA- DIABETIC PROBLEMS	2	19	12	7			
13D	DIA- DIABETIC PROBLEMS	1	472	301	171			
14B01	DRW- DROWNING / NEAR DROWNING / DIVING / SCUBA ACCIDENT	2	1	1				
14B02	DRW- DROWNING / NEAR DROWNING / DIVING / SCUBA ACCIDENT	2	1		1			
14C	DRW- DROWNING / NEAR DROWNING / DIVING / SCUBA ACCIDENT	2	1	1				
14D	DRW- DROWNING / NEAR DROWNING / DIVING / SCUBA ACCIDENT	1	2	2				
14E	DRW- DROWNING / NEAR DROWNING / DIVING / SCUBA ACCIDENT	1	3	3				
15C01E	ELECTROCUTION / LIGHTNING	2	18	13	5			
15D00E	ELECTROCUTION / LIGHTNING	1	1		1			
15D02E	ELECTROCUTION / LIGHTNING	1	1	1				
15D03E	ELECTROCUTION / LIGHTNING	1	3	2	1			
15D04E	ELECTROCUTION / LIGHTNING	1	9	8	1			
15D07E	ELECTROCUTION / LIGHTNING	1	3	2	1			
15D08E	ELECTROCUTION / LIGHTNING	1	2	1	1			
16A	EYE- PROBLEMS / INJURIES	2	2	2				
16A	EYE- PROBLEMS / INJURIES	3	678	468	210			
16B	EYE- PROBLEMS / INJURIES	2	244	147	97			
16D	EYE- PROBLEMS / INJURIES	1	20	13	7			
17A	FAL- FALLS	2	5	5				
17A	FAL- FALLS	3	4581	2894	1687			
17B	FAL- FALLS	1	3	2	1			
17B	FAL- FALLS	2	9150	5865	3285			
17D	FAL- FALLS	1	2235	1449	786			
18A	HED- HEADACHE	2	2	2				
18A	HED- HEADACHE	3	673	462	211			
18B	HED- HEADACHE	2	145	91	54			
18C	HED- HEADACHE	2	1240	835	405			
18C00	HED- HEADACHE	2	3	1	2			
18C04X	HED- HEADACHE	2	101	60	41			
18C04Y	HED- HEADACHE	2	34	22	12			
18C04Z	HED- HEADACHE	2	12	9	3			
19A	HRT- HEART PROBLEMS / A.I.C.D.	2	122	82	40			
19C	HRT- HEART PROBLEMS / A.I.C.D.	2	1684	1036	648			
19D	HRT- HEART PROBLEMS / A.I.C.D.	1	1491	899	592			
20A	EXP- HEAT / COLD EXPOSURE	2	1	1				
20A	EXP- HEAT / COLD EXPOSURE	3	108	67	41			
20B	EXP- HEAT / COLD EXPOSURE	2	151	97	54			
20C	EXP- HEAT / COLD EXPOSURE	2	18	12	6			
20D	EXP- HEAT / COLD EXPOSURE	1	74	48	26			
21A	HEM- HEMORRHAGE / LACERATION	2	1	1				
21A	HEM- HEMORRHAGE / LACERATION	3	1518	951	567			
21B	HEM- HEMORRHAGE / LACERATION	1	1	1				
21B	HEM- HEMORRHAGE / LACERATION	2	3349	2151	1198			
21C	HEM- HEMORRHAGE / LACERATION	2	229	145	84			
21D	HEM- HEMORRHAGE / LACERATION	1	3504	2237	1267			
22A	INAC- INACCESSIBLE INCIDENT / OTHER ENTRAPMENTS (NON-TRAFFIC)	3	2	2				
22A01X	INAC- INACCESSIBLE INCIDENT / OTHER ENTRAPMENTS (NON-TRAFFIC)	3	1		1			
22B03A	INAC- UNKN STATUS (INVESTIGATION) (ABOVE GROUND)	2	1	1				
22D00	INAC- OVERRIDE	1	1		1			
22D01	INAC- MECHANICAL/MACHINERY ENTRAPMENT	1	1	1				
22D01A	INAC- MECHANICAL/MACHINERY ENTRAPMENT (ABOVE GROUND)	1	1	1				
22D02Y	INAC- TRENCH COLLAPSE (BELOW GRD AND MULTI VICTIMS)	1	1	1				
23B	ODP- OVERDOSE / POISONING (INGESTION)	2	3829	2520	1309			
23C	ODP- OVERDOSE / POISONING (INGESTION)	1	1	1				

		2	2694	1617	877			
23C04	ODP- OVERDOSE / POISONING (INGESTION)	2	11	6	5			
23C04A	ODP- OVERDOSE / POISONING (INGESTION)	2	9	4	5			
23C04I	ODP- OVERDOSE / POISONING (INGESTION)	2	26	17	9			
23C04V	ODP- OVERDOSE / POISONING (INGESTION)	1	12	8	4			
23C04W	ODP- OVERDOSE / POISONING (INGESTION)	1	2	2				
23C05	ODP- OVERDOSE / POISONING (INGESTION)	2	5	3	2			
23C05A	ODP- OVERDOSE / POISONING (INGESTION)	2	21	9	12			
23C05I	ODP- OVERDOSE / POISONING (INGESTION)	2	97	53	44			
23C05V	ODP- OVERDOSE / POISONING (INGESTION)	1	19	12	7			
23C05W	ODP- OVERDOSE / POISONING (INGESTION)	1	2	2				
23C06	ODP- OVERDOSE / POISONING (INGESTION)	2	2	2				
23C06I	ODP- OVERDOSE / POISONING (INGESTION)	2	4	3	1			
23C06W	ODP- OVERDOSE / POISONING (INGESTION)	1	1	1				
23C07	ODP- OVERDOSE / POISONING (INGESTION)	2	4	3	1			
23C07A	ODP- OVERDOSE / POISONING (INGESTION)	2	106	58	48			
23C07I	ODP- OVERDOSE / POISONING (INGESTION)	1	1	1				
		2	810	488	322			
23C07V	ODP- OVERDOSE / POISONING (INGESTION)	1	122	86	36			
23C07W	ODP- OVERDOSE / POISONING (INGESTION)	1	8	6	2			
23C08	ODP- OVERDOSE / POISONING (INGESTION)	2	13	11	2			
23C08A	ODP- OVERDOSE / POISONING (INGESTION)	2	1	1				
23C08V	ODP- OVERDOSE / POISONING (INGESTION)	1	2	2				
23D	ODP- OVERDOSE / POISONING (INGESTION)	1	1025	697	328			
23O	ODP- OVERDOSE / POISONING (INGESTION)	3	6	4	2			
23O01A	ODP- OVERDOSE / POISONING (INGESTION)	2	2	1	1			
		3	121	60	61			
23O01I	ODP- OVERDOSE / POISONING (INGESTION)	3	2	1	1			
24A	OBM- PREGNANCY / CHILDBIRTH / MISCARRIAGE	2	1	1				
		3	206	150	56			
24B	OBM- PREGNANCY / CHILDBIRTH / MISCARRIAGE	2	889	576	313			
24C	OBM- PREGNANCY / CHILDBIRTH / MISCARRIAGE	2	458	304	154			
24C03	OBM- PREGNANCY / CHILDBIRTH / MISCARRIAGE	2	322	211	111			
24C04	OBM- PREGNANCY / CHILDBIRTH / MISCARRIAGE	2	16	11	5			
24D	OBM- PREGNANCY / CHILDBIRTH / MISCARRIAGE	1	1976	1284	692			
24O	OBM- PREGNANCY / CHILDBIRTH / MISCARRIAGE	2	58	37	21			
25A	SIMO- PSYCHIATRIC / ABNORMAL BEHAVIOR / SUICIDE ATTEMPT	2	1	1	1			
		3	3082	2044	1038			
25B	SIMO- PSYCHIATRIC / ABNORMAL BEHAVIOR / SUICIDE ATTEMPT	1	1	1				
		2	5507	3582	1925			
		3	1		1			
25B00	SIMO- PSYCHIATRIC / ABNORMAL BEHAVIOR / SUICIDE ATTEMPT	2	23	20	3			
25B04	SIMO- PSYCHIATRIC / ABNORMAL BEHAVIOR / SUICIDE ATTEMPT	1	3	2	1			
		2	74	58	16			
25B04B	SIMO- PSYCHIATRIC / ABNORMAL BEHAVIOR / SUICIDE ATTEMPT	2	14	10	4			
25B04V	SIMO- PSYCHIATRIC / ABNORMAL BEHAVIOR / SUICIDE ATTEMPT	2	15	11	4			
25B04W	SIMO- PSYCHIATRIC / ABNORMAL BEHAVIOR / SUICIDE ATTEMPT	2	8	4	4			
25D	SIMO- PSYCHIATRIC / ABNORMAL BEHAVIOR / SUICIDE ATTEMPT	1	1672	1065	607			
		2	2	1	1			
26A	SIC- SICK PERSON (SPECIFIC DIAGNOSIS)	1	1	1				
		2	30	21	9			
		3	28321	18054	10267			
26B	SIC- SICK PERSON (SPECIFIC DIAGNOSIS)	1	2	2				
		2	4636	3104	1532			
26C	SIC- SICK PERSON (SPECIFIC DIAGNOSIS)	1	6	6				
		2	11470	7342	4128			
26C00	SIC- SICK PERSON (SPECIFIC DIAGNOSIS)	2	23	15	8			
26C04	SIC- SICK PERSON (SPECIFIC DIAGNOSIS)	2	17	10	7			
26D	SIC- SICK PERSON (SPECIFIC DIAGNOSIS)	1	4547	2997	1550			
26O	SIC- SICK PERSON (SPECIFIC DIAGNOSIS)	2	4	2	2			
		3	1898	1230	668			
27A01G	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	1	1	1				
		3	48	38	10			
27A01I	PENETRATING TRAUMA/IMPALED	3	4	2	2			
27A01P	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	3	1	1				
27A01S	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	3	17	11	6			
27A01Y	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	3	1	1				
27B00G	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	2	10	8	2			
27B00I	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	2	1	1				
27B00S	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	2	25	16	9			
27B01G	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	2	1	1				
27B01P	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	2	1	1				
27B01S	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	2	5	3	2			
27B01Y	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	2	1	1				
27B02G	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	2	37	29	8			
27B02I	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	2	4	4				
27B02P	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	2	1	1				
27B02S	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	2	25	19	6			
27B02Y	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	2	2	1	1			
27B03G	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	2	12	8	4			
27B03S	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	2	24	17	7			
27B03X	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	2	1	1				
27B03Y	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	2	1	1				
27B04G	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	2	17	11	6			
27B04S	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	2	8	5	3			
27B04Y	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	2	1	1				
27B05G	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	2	1	1				
27B05S	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	2	3	1	2			
27B05Y	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	2	1	1				
27BAS	ACTIVE SHOOTER	0	6	6	6			
27D00G	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	1	318	181	137			
27D00P	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	1	9	8	1			
27D00S	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	1	150	86	64			
27D00X	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	1	4	1	3			
27D00Y	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	1	2	2				

27D01G	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	1	24	17	7		
27D01I	PENETRATING TRAUMA/IMPALED(ARREST)	1	3	3			
27D01P	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	1	3	1	2		
27D01S	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	1	42	28	14		
27D02G	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	1	20	14	6		
27D02I	PENETRATING TRAUMA/IMPALED(UNCONSCIOUS)	1	3	1	2		
27D02P	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	1	1	1			
27D02S	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	1	29	24	5		
27D02X	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	1	1	1			
27D03G	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	1	35	25	10		
27D03I	PENETRATING TRAUMA/IMPALED(NOT ALERT)	1	1	1			
27D03S	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	1	26	21	5		
27D03X	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	1	2	1	1		
27D03Y	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	1	2		2		
27D04G	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	1	1659	1096	563		
		2	10	7	3		
		3	1	1			
27D04I	PENETRATING TRAUMA/IMPALED(CENTRAL WOUNDS)	1	1	1			
27D04P	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	1	3	2	1		
27D04S	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	1	365	264	101		
27D04X	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	1	5	2	3		
27D04Y	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	1	8	7	1		
27D05G	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	1	15	11	4		
27D05I	PENETRATING TRAUMA/IMPALED(MULTIPLE WOUNDS)	1	1	1			
27D05P	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	1	1	1			
27D05S	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	1	30	21	9		
27D05Y	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	1	2	1	1		
27D06G	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	1	21	19	2		
27D06I	PENETRATING TRAUMA/IMPALED(MULTI VIC)	1	1	1			
27D06S	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	1	9	6	3		
27D06X	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	1	1	1			
27D06Y	SHOT- STAB / GUNSHOT / PENETRATING TRAUMA	1	2	1	1		
28A	CVA- STROKE (CVA) / TRANSIENT ATTACKS (TIA)	1	2	1	1		
		3	95	84	11		
28C	CVA- STROKE (CVA) / TRANSIENT ATTACKS (TIA)	1	4	3	1		
		2	3220	2089	1131		
29A	ACCI- TRAFFIC / TRANSPORTATION INCIDENTS	2	1080	718	362		
29B	ACCI- TRAFFIC / TRANSPORTATION INCIDENTS	1	46	30	16		
		2	13147	8598	4549		
		3	2	1	1		
29D00	ACCI- TRAFFIC / TRANSPORTATION INCIDENTS	1	181	116	65		
29D01A	ACCI- TRAFFIC / TRANSPORTATION INCIDENTS	1	18	12	6		
29D01b	ACCI- TRAFFIC / TRANSPORTATION INCIDENTS	1	66	48	18		
29D01C	ACCI- TRAFFIC / TRANSPORTATION INCIDENTS	1	15	10	5		
29D01D	ACCI- TRAFFIC / TRANSPORTATION INCIDENTS	1	15	10	5		
29D01E	ACCI- TRAFFIC / TRANSPORTATION INCIDENTS	1	1	1			
29D01f	ACCI- TRAFFIC / TRANSPORTATION INCIDENTS	1	3	3			
29D01g	ACCI- TRAFFIC / TRANSPORTATION INCIDENTS	1	2	2			
29D01h	ACCI- TRAFFIC / TRANSPORTATION INCIDENTS	1	18	14	4		
29D02L	ACCI- TRAFFIC / TRANSPORTATION INCIDENTS	2	1134	821	313		
29D02M	ACCI- TRAFFIC / TRANSPORTATION INCIDENTS	1	1	1			
		2	2743	1727	1016		
29D02N	ACCI- TRAFFIC / TRANSPORTATION INCIDENTS	2	33	19	14		
29D02O	ACCI- TRAFFIC / TRANSPORTATION INCIDENTS	2	2	1	1		
29D02P	ACCI- TRAFFIC / TRANSPORTATION INCIDENTS	2	274	162	112		
29D02Q	ACCI- TRAFFIC / TRANSPORTATION INCIDENTS	2	1		1		
29D02R	ACCI- TRAFFIC / TRANSPORTATION INCIDENTS	2	16	12	4		
29D02S	ACCI- TRAFFIC / TRANSPORTATION INCIDENTS	2	4	4			
29D02T	ACCI- TRAFFIC / TRANSPORTATION INCIDENTS	2	364	221	143		
29D03	ACCI- TRAFFIC / TRANSPORTATION INCIDENTS	2	16	7	9		
29D04	ACCI- TRAFFIC / TRANSPORTATION INCIDENTS	2	29	18	11		
29D05	ACCI- TRAFFIC / TRANSPORTATION INCIDENTS	2	119	78	41		
29D06		1	11	11			
	ACCI- TRAFFIC / TRANSPORTATION INCIDENTS	1	54	31	23		
29D07		1	8	8			
	ACCI- TRAFFIC / TRANSPORTATION INCIDENTS	1	49	36	13		
29D08		1	8	8			
	ACCI- TRAFFIC / TRANSPORTATION INCIDENTS	1	32	24	8		
29D09		1	5	5			
	ACCI- TRAFFIC / TRANSPORTATION INCIDENTS	1	30	22	8		
29I	ACCI- TRAFFIC / TRANSPORTATION INCIDENTS	1	60	53	7		
29INT	ACCI/MVA INTERSTATE INJURIES	1	1588	1006	562		
29O	ACCI- TRAFFIC / TRANSPORTATION INCIDENTS	3	51	36	15		
30A	INJURY - TRAUMATIC INJURIES (SPECIFIC)	2	2	1	1		
		3	4436	3003	1433		
30B	INJURY - TRAUMATIC INJURIES (SPECIFIC)	1	5	5			
		2	3023	2130	893		
30D	INJURY - TRAUMATIC INJURIES (SPECIFIC)	1	466	321	145		
31A	FNT- UNCONSCIOUS / FAINTING (NEAR)	2	3	2	1		
		3	1930	1307	623		
31C	FNT- UNCONSCIOUS / FAINTING (NEAR)	2	3614	2360	1254		
31C03	FNT- UNCONSCIOUS / FAINTING (NEAR)	2	182	111	71		
31D	FNT- UNCONSCIOUS / FAINTING (NEAR)	1	15031	9947	5084		
31E	FNT- UNCONSCIOUS / FAINTING (NEAR)	1	312	222	90		
32B	MADO- UNKNOWN PROBLEM (PERSON DOWN)	1	3	2	1		
		2	9922	7038	2884		
32B02	MEDICAL ALARM NO PATIENT INFO	1	1	1			
		2	2354	1467	887		
32D	MADO- UNKNOWN PROBLEM (PERSON DOWN)	1	9120	6761	2359		
		2	1	1	1		
33A	TRANS- TRANSFER / INTERFACILITY / PALLIATIVE CARE	3	39	18	21		
33C	TRANS- TRANSFER / INTERFACILITY / PALLIATIVE CARE	2	12	7	5		
33D	TRANS- TRANSFER / INTERFACILITY / PALLIATIVE CARE	1	4	2	2		
37A	XFER- INTERFACILITY EVALUATION / TRANSFER	2	2		2		
51A	AIRCRAFT EMERGENCY	1	17	8	9		

51A00C	AIRCRAFT EMERGENCY	1	1	1				
51C	AIRCRAFT EMERGENCY	1	1		1			
51C01C	AIRCRAFT INCOMING FULL EMERGENCY-ALERT2	1	1	1				
51C02C	AIRCRAFT INCOMING MINOR EMERGENCY-ALERT1	1	1	1				
51D	AIRCRAFT EMERGENCY	1	1	1				
51O01M	AIRCRAFT EMERGENCY	1	1		1			
52B	ALARMS	1	496	332	164			
52B01	ALARMS	1	128	83	45			
52B01C	ALARMS	1	873	548	325			
52B01G	ALARMS	1	768	471	297			
52B01H	ALARMS	1	18	11	7			
52B01K	ALARMS	1	9	5	4			
52B01O	ALARMS	1	29	21	8			
52B01P	ALARMS	1	24	17	7			
52B01S	ALARMS	1	720	462	258			
52B01T	ALARMS	1	6	2	4			
52B01W	ALARMS	1	13	11	2			
52B01X	ALARMS	1	13	8	5			
52B01Y	ALARMS	1	10	4	6			
52B02	ALARMS	1	8	6	2			
52B02C	ALARMS	1	14	9	5			
52B02G	ALARMS	1	16	9	7			
52B02H	ALARMS	1	2	1	1			
52B02O	ALARMS	1	1		1			
52B02P	ALARMS	1	6	5	1			
52B02S	ALARMS	1	1	1				
52B03C	ALARMS	1	5	5				
52B03G	ALARMS	1	1	1				
52B03S	ALARMS	1	1		1			
52B04	ALARMS	1	73	40	33			
52B04C	ALARMS	1	11	8	3			
52B04G	ALARMS	1	433	266	167			
52B04H	ALARMS	1	5	2	3			
52B04K	ALARMS	1	1		1			
52B04O	ALARMS	1	24	13	11			
52B04P	ALARMS	1	18	11	7			
52B04S	ALARMS	1	121	72	49			
52B04T	ALARMS	1	1	1				
52B04W	ALARMS	1	13	8	5			
52C	ALARMS	1	35	28	7			
52C00	ALARMS	1	8	8				
52C00C	ALARMS	1	13	11	2			
52C00G	ALARMS	1	1	1				
52C00I	ALARMS	1	1	1				
52C00S	ALARMS	1	2	1	1			
52C00W	ALARMS	1	1	1				
52C01	ALARMS	1	89	39	50			
52C01C	ALARMS	1	44	23	21			
52C01G	ALARMS	1	646	325	321			
52C01H	ALARMS	1	1	1				
52C01O	ALARMS	1	30	20	10			
52C01P	ALARMS	1	46	35	11			
52C01S	ALARMS	1	84	43	41			
52C01T	ALARMS	1	1		1			
52C01W	ALARMS	1	11	4	7			
52C01X	ALARMS	1	2	1	1			
52C01Y	ALARMS	1	1		1			
52C02	ALARMS	1	33	21	12			
52C02C	ALARMS	1	31	20	11			
52C02G	ALARMS	1	211	134	77			
52C02H	ALARMS	1	1	1				
52C02K	ALARMS	1	1	1				
52C02O	ALARMS	1	7	3	4			
52C02P	ALARMS	1	61	40	21			
52C02S	ALARMS	1	29	18	11			
52C02T	ALARMS	1	1	1				
52C02W	ALARMS	1	4	3	1			
52C02X	ALARMS	1	2		2			
52C02Y	ALARMS	1	1	1				
52C03	ALARMS	1	264	182	82			
52C03C	ALARMS	1	56	31	25			
52C03G	ALARMS	1	9651	6195	3456			
52C03H	ALARMS	1	42	32	10			
52C03K	ALARMS	1	24	18	6			
52C03O	ALARMS	1	235	132	103			
52C03P	ALARMS	1	527	359	168			
52C03S	ALARMS	1	1130	729	401			
52C03T	ALARMS	1	13	5	8			
52C03W	ALARMS	1	328	192	136			
52C04	ALARMS	1	439	256	183			
52C04C	ALARMS	1	440	282	158			
52C04G	ALARMS	1	2563	1681	882			
52C04H	ALARMS	1	4	4				
52C04K	ALARMS	1	3	1	2			
52C04O	ALARMS	1	52	29	23			
52C04P	ALARMS	1	322	230	92			
52C04S	ALARMS	1	460	304	156			
52C04T	ALARMS	1	4	2	2			
52C04W	ALARMS	1	37	28	9			
52C04X	ALARMS	1	20	12	8			
52C04Y	ALARMS	1	5	4	1			
53A	PUBLIC SERVICE- CITIZEN ASSIST / SERVICE CALL	1	9046	5583	3463			
53B00	PUBLIC SERVICE- CITIZEN ASSIST / SERVICE CALL	1	41	26	15			
53B01	PUBLIC SERVICE- CITIZEN ASSIST / SERVICE CALL	1	240	168	72			
53B02	PUBLIC SERVICE- CITIZEN ASSIST / SERVICE CALL	1	22	16	6			

53B03	PUBLIC SERVICE- CITIZEN ASSIST / SERVICE CALL	1	54	37	17			
53B04	PUBLIC SERVICE- CITIZEN ASSIST / SERVICE CALL	1	71	54	17			
53B05	PUBLIC SERVICE- CITIZEN ASSIST / SERVICE CALL	1	8	6	2			
53B06	PUBLIC SERVICE- CITIZEN ASSIST / SERVICE CALL	1	10	7	3			
53C	PUBLIC SERVICE- CITIZEN ASSIST / SERVICE CALL	1	440	220	220			
53O01	PUBLIC SERVICE- CITIZEN ASSIST / SERVICE CALL	1	48	26	22			
53O02	PUBLIC SERVICE- CITIZEN ASSIST / SERVICE CALL	1	384	225	159			
53O03	PUBLIC SERVICE- CITIZEN ASSIST / SERVICE CALL	1	57	35	22			
53O04	PUBLIC SERVICE- CITIZEN ASSIST / SERVICE CALL	1	3	3				
53O05	PUBLIC SERVICE- CITIZEN ASSIST / SERVICE CALL	1	100	38	62			
53O06	PUBLIC SERVICE- CITIZEN ASSIST / SERVICE CALL	1	204	121	83			
54B01A	CAV- CONFINED SPACE / STRUCTURE COLLAPSE	1	33	20	13			
54B01C	CAV- CONFINED SPACE / STRUCTURE COLLAPSE	1	4	1	3			
54B01L	CAV- CONFINED SPACE / STRUCTURE COLLAPSE	1	6	6				
54B01S	CAV- CONFINED SPACE / STRUCTURE COLLAPSE	1	21	14	7			
54B02A	CAV- CONFINED SPACE / STRUCTURE COLLAPSE	1	1	1				
54B02C	CAV- CONFINED SPACE / STRUCTURE COLLAPSE	1	8	7	1			
54B02H	CAV- CONFINED SPACE / STRUCTURE COLLAPSE	1	1	1				
54B02L	CAV- CONFINED SPACE / STRUCTURE COLLAPSE	1	7	6	1			
54B02S	CAV- CONFINED SPACE / STRUCTURE COLLAPSE	1	23	17	6			
54B02U	CAV- CONFINED SPACE / STRUCTURE COLLAPSE	1	5	5				
54B02W	CAV- CONFINED SPACE / STRUCTURE COLLAPSE	1	3	3				
54C00A	CAV- CONFINED SPACE / STRUCTURE COLLAPSE	1	1	1	1			
54C00L	CAV- CONFINED SPACE / STRUCTURE COLLAPSE	1	1	1				
54C01C	CAV- CONFINED SPACE / STRUCTURE COLLAPSE	1	1	1				
54C01L	CAV- CONFINED SPACE / STRUCTURE COLLAPSE	1	2	1	1			
54D00A	CAV- CONFINED SPACE / STRUCTURE COLLAPSE	1	1	1				
54D00C	CAV- CONFINED SPACE / STRUCTURE COLLAPSE	1	1	1				
54D00H	CAV- CONFINED SPACE / STRUCTURE COLLAPSE	1	1	1				
54D00S	CAV- CONFINED SPACE / STRUCTURE COLLAPSE	1	1	1				
54D00T	CAV- CONFINED SPACE / STRUCTURE COLLAPSE	1	1	1				
54D01A	CAV- CONFINED SPACE / STRUCTURE COLLAPSE	1	1	1				
54D01C	CAV- CONFINED SPACE / STRUCTURE COLLAPSE	1	9	7	2			
54D01H	CAV- CONFINED SPACE / STRUCTURE COLLAPSE	1	1	1				
54D01L	CAV- CONFINED SPACE / STRUCTURE COLLAPSE	1	2	2				
54D01S	CAV- CONFINED SPACE / STRUCTURE COLLAPSE	1	4	3	1			
54D01T	CAV- CONFINED SPACE / STRUCTURE COLLAPSE	1	2	2				
54D02S	CAV- CONFINED SPACE / STRUCTURE COLLAPSE	1	2	2				
54D02T	CAV- CONFINED SPACE / STRUCTURE COLLAPSE	1	2	2				
55A01	ELEC- ELECTRICAL HAZARD	1	150	91	59			
55A02	ELEC- ELECTRICAL HAZARD	1	20	15	5			
55B	ELEC- ELECTRICAL HAZARD	2	30	25	5			
55B00	ELEC- ELECTRICAL HAZARD	1	5	2	3			
55B01	ELEC- ELECTRICAL HAZARD	1	163	106	57			
55B01X	ELEC- ELECTRICAL HAZARD	1	1	1	1			
55B02	ELEC- ELECTRICAL HAZARD	1	498	277	221			
55B02X	ELEC- ELECTRICAL HAZARD	1	1	1				
55B03	ELEC- ELECTRICAL HAZARD	1	26	18	8			
55B04	ELEC- ELECTRICAL HAZARD	1	132	77	55			
55B05	ELEC- ELECTRICAL HAZARD	1	102	66	36			
55C	ELEC- ELECTRICAL HAZARD	1	5	3	2			
55C00	ELEC- ELECTRICAL HAZARD	1	4	4				
55C00Y	ELEC- ELECTRICAL HAZARD	1	1	1	1			
55C01	ELEC- ELECTRICAL HAZARD	1	212	141	71			
55C01X	ELEC- ELECTRICAL HAZARD	1	1	1				
55C02	ELEC- ELECTRICAL HAZARD	1	111	47	64			
55C02X	ELEC- ELECTRICAL HAZARD	1	2	2				
55C02Y	ELEC- ELECTRICAL HAZARD	1	1	1				
56A	ELEV- ELEVATOR / ESCALATOR RESCUE	1	3542	2203	1339			
56B00	ELEV- ELEVATOR / ESCALATOR RESCUE	1	13	11	2			
56B01	ELEV- ELEVATOR / ESCALATOR RESCUE	1	59	41	18			
56B02	ELEV- ELEVATOR / ESCALATOR RESCUE	1	2	2				
56B03	ELEV- ELEVATOR / ESCALATOR RESCUE	1	518	251	267			
56D	ELEV- ELEVATOR / ESCALATOR RESCUE	1	15	11	4			
56O	ELEV- ELEVATOR / ESCALATOR RESCUE	1	29	19	10			
57B	EXPL- EXPLOSION	1	101	71	30			
57D	EXPL- EXPLOSION	1	20	15	5			
58A	EXTR- EXTRICATION / ENTRAPPED (MACHINERY, VEHICLE - NON-MVA)	1	5	5				
58B	EXTR- EXTRICATION / ENTRAPPED (MACHINERY, VEHICLE - NON-MVA)	1	6	6				
	EXTR- EXTRICATION / ENTRAPPED (MACHINERY, VEHICLE - NON-MVA)	1	21	18	3			
58B01	EXTR-EXTRICATION / ENTRAPPED (MACHINERY,VEHICLE-NON-MVA)	1	1	1				
58D01	EXTR-EXTRICATION / ENTRAPPED (MACHINERY,VEHICLE-NON-MVA)	1	1	1	1			
	EXTR-EXTRICATION / ENTRAPPED (MACHINERY,VEHICLE-NON-MVA)	1	6	4	2			
58D01H	ENTRAPPED (MACHINERY,VEHICLE-NON-MVA) EXCEPT FINGER,TOE OR PERIPHERAL-HAZMAT	1	3	2	1			
58O	EXTR- EXTRICATION / ENTRAPPED (MACHINERY, VEHICLE - NON-MVA)	1	1	1				
59B	FLSP- FUEL SPILL / FUEL ODOR	1	165	123	42			
59B00W	FLSP- FUEL SPILL / FUEL ODOR	1	1	1				
59B00X	FLSP- FUEL SPILL / FUEL ODOR	1	1	1				
59B011	FLSP- FUEL SPILL / FUEL ODOR	1	3	3				
59B01O	FLSP- FUEL SPILL / FUEL ODOR	1	15	11	4			
59B01W	FLSP- FUEL SPILL / FUEL ODOR	1	1	1				
59C	FLSP- FUEL SPILL / FUEL ODOR	1	60	42	18			
59D	FLSP- FUEL SPILL / FUEL ODOR	1	17	13	4			
59D011	FLSP- FUEL SPILL / FUEL ODOR	1	1	1	1			
59D01Y	FLSP- FUEL SPILL / FUEL ODOR	1	1	1	1			
59D02O	FLSP- FUEL SPILL / FUEL ODOR	1	2	2				
59O	FLSP- FUEL SPILL / FUEL ODOR	1	17	15	2			
60B	GAS LEAK / GAS ODOR (NATURAL AND LP GASES)	2	1512	966	546			
60C	GAS LEAK / GAS ODOR (NATURAL AND LP GASES)	1	381	257	124			
60D	GAS LEAK / GAS ODOR (NATURAL AND LP GASES)	1	2876	1858	1018			
61A	HAZ- HAZMAT	1	14	10	4			
61B	HAZ- HAZMAT	1	32	24	8			
61C	HAZ- HAZMAT	1	9	8	1			
61D	HAZ- HAZMAT	1	24	17	7			
62B	HAR- HIGH ANGLE RESCUE (ABOVE OR BELOW GRADE)	1	11	7	4			

62D	HAR- HIGH ANGLE RESCUE (ABOVE OR BELOW GRADE)	1	25	15	10			
62D02W	HAR- HIGH ANGLE RESCUE (ABOVE OR BELOW GRADE)	1	2	1	1			
62D03W	HAR- HIGH ANGLE RESCUE (ABOVE OR BELOW GRADE)	1	2	2				
63B05X	LIGHTNING- LIGHTNING STRIKE (INVESTIGATION)	1	1	1				
63B07X	LIGHTNING- LIGHTNING STRIKE (INVESTIGATION) INJURED-SINGLE	1	1	1				
63B07Y	LIGHTNING- LIGHTNING STRIKE (INVESTIGATION) INJURED-MULTIPLE	1	1	1				
64B	MARINE- MARINE FIRE	1	2	1	1			
64D00	MARINE- MARINE FIRE	1	2	2				
64D01	MARINE- MARINE FIRE	1	5	3	2			
64D06	MARINE- MARINE FIRE	1	1	1				
64D09	MARINE- MARINE FIRE	1	1	1				
65A01	MUTUAL AID- MUTUAL AID / ASSIST OUTSIDE AGENCY	2	2	2				
65A02	MUTUAL AID- MUTUAL AID / ASSIST OUTSIDE AGENCY	2	1	1				
65A04	MUTUAL AID- MUTUAL AID / ASSIST OUTSIDE AGENCY	2	1		1			
66A	ODOR- ODOR (STRANGE / UNKNOWN)	3	243	158	85			
66C	ODOR- ODOR (STRANGE / UNKNOWN)	1	62	37	25			
67A	OUTSIDE FIRE	1	457	298	159			
67A00X	OUTSIDE FIRE	3	1	1				
67A01X	OUTSIDE FIRE-TRANSFORMER(WIRE OR POLE) INJURY- SINGLE	1	1	1				
67A01Y	OUTSIDE FIRE-TRANSFORMER(WIRE OR POLE) INJURIES- MULTI	1	3	2	1			
67B	OUTSIDE FIRE	1	1418	942	476			
67B01X	OUTSIDE FIRE	1	2	1	1			
67B01Y	OUTSIDE FIRE	1	1	1				
67B03B	OUTSIDE FIRE	1	16	12	4			
67B03O	OUTSIDE FIRE	1	38	21	17			
67C	OUTSIDE FIRE	1	2	2				
67C01	OUTSIDE FIRE	1	541	334	207			
67D	OUTSIDE FIRE	1	645	424	221			
67D02X	OUTSIDE FIRE	1	1	1				
67D03X	OUTSIDE FIRE	1	2	2				
67D04	OUTSIDE FIRE	1	10	8	2			
67D05	OUTSIDE FIRE	1	2	1	1			
67E	OUTSIDE FIRE	1	2	1	1			
67E01O		1	1	1				
67E01X		1	1	1				
67E01Y		1	1		1			
67O	OUTSIDE FIRE	1	62	47	15			
67O01Y	OUTSIDE FIRE	1	1		1			
68A01	SMKE- SMOKE INVESTIGATION (OUTSIDE)	1	289	197	92			
68A02	SMKE- SMOKE INVESTIGATION (OUTSIDE)	1	120	77	43			
68C	SMKE- SMOKE INVESTIGATION (OUTSIDE)	1	124	84	40			
69C01	APPLIANCE FIRE CONTAINED	1	190	88	102			
	BLDG- STRUCTURE FIRE	1	35	35				
69C01F	APPLIANCE FIRE BURNED FOOD	1	13	9	4			
	BLDG- STRUCTURE FIRE	1	3	3				
69C01I	APPLIANCE FIRE ONE INJURY	1	1		1			
69C01K	APPLIANCE FIRE LIGHT SMOKE	1	31	14	17			
69C01O	APPLIANCE FIRE ODOR OF SMOKE	1	48	12	36			
69C01R	APPLIANCE FIRE TRAPPED	1	1	1				
69C02	BLDG- STRUCTURE FIRE	1	7	7				
	EXTINGUISHED STRUCTURE FIRE	1	81	49	32			
69C02F	EXTINGUISHED FIRE BURNED FOOD	1	3	1	2			
69C02I	BLDG- STRUCTURE FIRE	1	2	2				
	EXTINGUISHED FIRE ONE INJURY	1	1	1				
69C02J	EXTINGUISHED FIRE MULTIPLE INJURIES	1	1		1			
69C02K	EXTINGUISHED FIRE LIGHT SMOKE	1	4	3	1			
69C02O	BLDG- STRUCTURE FIRE	1	2	2				
	EXTINGUISHED FIRE ODOR OF SMOKE	1	34	21	13			
69C02T	BLDG- STRUCTURE FIRE	1	30	21	9			
69D00	BLDG- STRUCTURE FIRE	1	17	17				
	STRUCTURE FIRE OVERRIDE	1	61	35	26			
69D00F	STRUCTURE FIRE BURNT FOOD	1	4	3	1			
69D00I	STRUCTURE FIRE ONE INJURY	1	3	1	2			
69D00K	STRUCTURE FIRE LIGHT SMOKE	1	16	11	5			
69D00O	STRUCTURE FIRE SMOKE ODOR	1	45	18	27			
69D00R	STRUCTURE FIRE TRAPPED	1	1	1				
69D01	BLDG- STRUCTURE FIRE	1	76	76				
	STRUCTURE FIRE HIGH OCCUPANCY HAZARD	1	267	126	141			
69D01F	STRUCTURE HIGH OCC HAZARD BURNT FOOD	1	4	3	1			
69D01I	STRUCTURE HIGH OCC HAZARD ONE INJURY	1	1		1			
69D01K	STRUCTURE HIGH OCC HAZARD LIGHT SMOKE	1	5	2	3			
69D01O	STRUCTURE HIGH OCC HAZARD SMOKE ODOR	1	86	26	60			
69D01R	STRUCTURE HIGH OCC HAZARD TRAPPED	1	22	12	10			
69D02	BLDG- STRUCTURE FIRE	1	54	54				
	STRUCTURE FIRE HIGH RISE	1	179	99	80			
69D02F	STRUCTURE HIGH RISE BURNT FOOD	1	4	1	3			
69D02K	STRUCTURE HIGH RISE LIGHT SMOKE	1	2	2				
69D02O	STRUCTURE HIGH RISE SMOKE ODOR	1	38	17	21			
69D02R	STRUCTURE HIGH RISE TRAPPED	1	9	3	6			
69D03	BLDG- STRUCTURE FIRE	1	94	94				
	STRUCTURE COMMERCIAL INDUSTRIAL BLDG	1	369	208	161			
69D03I	STRUCTURE COMMERCIAL ONE INJURY	1	1	1				
69D03K	STRUCTURE COMMERCIAL LIGHT SMOKE	1	8	5	3			
69D03O	STRUCTURE COMMERCIAL SMOKE ODOR	1	91	50	41			
69D03R	STRUCTURE COMMERCIAL TRAPPED	1	8	8				
69D04	BLDG- STRUCTURE FIRE	1	4	4				
	STRUCTURE FIRE COMMERCIAL INDUST HAZMAT	1	12	6	6			
69D04F	STRUCTURE COM HAZMAT BURNT FOOD	1	2	2				
69D04K	STRUCTURE COM HAZMAT LIGHT SMOKE	1	1	1				
69D05	BLDG- STRUCTURE FIRE	1	344	344				
	STRUCTURE FIRE MULTIPLE RESIDENTIAL	1	1084	643	441			
69D05F	STRUCTURE MULTI RESD BURNT FOOD	1	19	9	10			
69D05I	STRUCTURE MULTI RESD ONE INJURY	1	9	6	3			
69D05K	STRUCTURE MULTI RESD LIGHT SMOKE	1	9	6	3			

69D05O	STRUCTURE MULTI RESD SMOKE ODOR	1	360	188	172			
69D05R	STRUCTURE MULTI RESD TRAPPED	1	62	39	23			
69D06	BLDG- STRUCTURE FIRE	1	137	137				
	STRUCTURE FIRE RESIDENTIAL SINGLE	1	554	311	243			
69D06F	STRUCTURE RESD SINGLE BURNT FOOD	1	5	2	3			
69D06I	STRUCTURE RESD SINGLE ONE INJURY	1	7	2	5			
69D06J	STRUCTURE RESD SINGLE MULTI INJ	1	1	1				
69D06K	STRUCTURE RESD SINGLE LIGHT SMOKE	1	5	1	4			
69D06O	STRUCTURE RESD SINGLE SMOKE ODOR	1	101	58	43			
69D06R	STRUCTURE RESD SINGLE TRAPPED	1	27	13	14			
69D07	BLDG- STRUCTURE FIRE	1	4	4				
	STRUCTURE FIRE CHIMNEY	1	8	4	4			
69D07F	STRUCTURE FIRE CHIMNEY BURNT FOOD	1	1	1	1			
69D08K	STRUCTURE LARGE BUILDING LIGHT SMOKE	1	1	1				
69D08O	STRUCTURE LARGE BUILDING SMOKE ODOR	1	4	2	2			
69D08T	BLDG- STRUCTURE FIRE	1	5	2	3			
69D09	STRUCTURE FIRE NON-DWELLING SMALL	1	11	6	5			
69D09O	STRUCTURE NON-DWELLING SML SMOKE ODOR	1	2		2			
69D10	BLDG- STRUCTURE FIRE	1	1	1				
	STRUCTURE FIRE MOBILE BUILDING TRAILER	1	1		1			
69D10O	STRUCTURE FIRE MOBILE SMOKE ODOR	1	1		1			
69D12	BLDG- STRUCTURE FIRE	1	11	11				
	STRUCTURE FIRE UNKNOWN TYPE	1	88	52	36			
69D12O	STRUCTURE FIRE UNKNOWN TYPE SMOKE ODOR	1	11	3	8			
69D12R	STRUCTURE FIRE UNKNOWN TYPE TRAPPED	1	1	1				
69E00	STRUCTURE FIRE OVERRIDE	1	1	1				
69E01	BLDG- STRUCTURE FIRE	1	18	18				
	STRUCTURE HIGH OCCUPANCY HAZARD	1	45	19	26			
69E01B	BLDG- STRUCTURE FIRE	1	1	1				
69E01H	BLDG- STRUCTURE FIRE	1	5	5				
69E01R	STRUCTURE HIGH OCC HAZARD TRAPPED	1	2		2			
69E02	STRUCTURE HIGH RISE	1	5	4	1			
69E02P	STRUCTURE HIGH RISE PERSON ON FIRE	1	1	1				
69E02R	STRUCTURE HIGH RISE TRAPPED	1	1	1				
69E03	STRUCTURE COMMERCIAL INDUSTRIAL BLDG	1	14	7	7			
69E03P	STRUCTURE COMMERCIAL PERSON ON FIRE	1	1		1			
69E03R	STRUCTURE COMMERCIAL TRAPPED	1	1	1				
69E05	STRUCTURE MULTIPLE RESIDENTIAL	1	54	24	30			
69E05R	STRUCTURE MULTI RESD TRAPPED	1	5	2	3			
69E05T	STRUCTURE MULTI RESD TRAPPED	1	1		1			
69E06	STRUCTURE RESIDENTIAL SINGLE	1	3	1	2			
69E06T	STRUCTURE RESD SINGLE TRAPPED	1	2		2			
69E09	STRUCTURE NON-DWELLING SMALL	1	1	1				
69E12	STRUCTURE FIRE UNKNOWN TYPE	1	5	1	4			
70C01C	TRAIN- TRAIN AND RAIL COLLISION / DERAILMENT	1	2	2				
70C01S	TRAIN- TRAIN AND RAIL COLLISION / DERAILMENT	1	1		1			
70C02C	TRAIN- TRAIN AND RAIL COLLISION / DERAILMENT	1	1	1				
70C04F	TRAIN- TRAIN AND RAIL COLLISION / DERAILMENT	1	2	2				
70C04S	TRAIN- TRAIN AND RAIL COLLISION / DERAILMENT	1	2	2				
70D03C	TRAIN- TRAIN AND RAIL COLLISION / DERAILMENT	1	1	1				
70D03F	TRAIN- TRAIN AND RAIL COLLISION / DERAILMENT	1	1		1			
70D05O	TRAIN- TRAIN AND RAIL COLLISION / DERAILMENT	1	1	1				
70D07U	TRAIN- TRAIN AND RAIL COLLISION / DERAILMENT	1	1		1			
70D09U	TRAIN- TRAIN AND RAIL COLLISION / DERAILMENT	1	1		1			
71A	VEHICLE	1	105	78	27			
71A01	VEHICLE	1	37	21	16			
71A01Y	VEHICLE	1	1		1			
71B	VEHICLE	1	42	29	13			
71B00	VEHICLE	1	5	1	4			
71B01	VEHICLE	1	840	540	300			
71B01A	VEHICLE	1	4		4			
71B01X	VEHICLE	1	5	4	1			
71B02	VEHICLE	1	4	3	1			
71B02Y	VEHICLE	1	1	1				
71C	VEHICLE	1	2	2				
71C00	VEHICLE	1	1	1				
71C01	VEHICLE	1	337	235	102			
71C01A	VEHICLE	1	1	1				
71C01X	VEHICLE	1	5	5				
71C01Y	VEHICLE	1	1	1				
71C02	VEHICLE	1	9	6	3			
71C02T	VEHICLE	1	1	1				
71C03	VEHICLE	1	5	4	1			
71D	VEHICLE	1	4	2	2			
71D00T	VEHICLE	1	1	1				
71D01	VEHICLE	1	22	12	10			
71D01X	VEHICLE	1	2	2				
71D01Y	VEHICLE	1	2	2				
71D02	VEHICLE	1	2		2			
71D02T	VEHICLE	1	1	1				
71D03	VEHICLE	1	207	123	84			
71D03A	VEHICLE	1	2	1	1			
71D04	VEHICLE	1	12	8	4			
71D04A	VEHICLE	1	3	2	1			
71D05	VEHICLE	1	22	18	4			
71D05A	VEHICLE	1	1		1			
71NT	VEHICLE FIRE ON A HIGHWAY (M/AF)	1	16		16			
72A	H2O- WATER RESCUE	1	35	30	5			
72B	H2O- WATER RESCUE	1	28	22	6			
72C	H2O- WATER RESCUE	1	5	4	1			
72D	H2O- WATER RESCUE	1	31	23	8			
72E	H2O- WATER RESCUE	1	10	8	2			
73A	BOAT- WATERCRAFT IN DISTRESS	1	42	33	9			
73B	BOAT- WATERCRAFT IN DISTRESS	1	6	6				
73D	BOAT- WATERCRAFT IN DISTRESS	1	4	2	2			

74B	WEA- SUSPICIOUS PACKAGE (LETTER ITEM SUBSTANCE) / EXPLOSIVES	1	1		1				
	WEA- SUSPICIOUS PACKAGE (LETTER, ITEM, SUBSTANCE) / EXPLOSIVES	1	3	2	1				
74C	WEA- SUSPICIOUS PACKAGE (LETTER ITEM SUBSTANCE) / EXPLOSIVES	1	2		2				
	WEA- SUSPICIOUS PACKAGE (LETTER, ITEM, SUBSTANCE) / EXPLOSIVES	1	10	9	1				
75C00C	TRAIN - TRAIN AND RAIL FIRE	1	2	1	1				
75C01O	TRAIN - TRAIN AND RAIL FIRE	1	3	3					
75C01P	TRAIN - TRAIN AND RAIL FIRE	1	2	1	1				
75C01S	TRAIN - TRAIN AND RAIL FIRE	1	2	2					
75D03F	TRAIN - TRAIN AND RAIL FIRE	1	1	1					
75D03S	TRAIN - TRAIN AND RAIL FIRE	1	1		1				
75D05O	TRAIN - TRAIN AND RAIL FIRE	1	1	1					
75D05S	TRAIN - TRAIN AND RAIL FIRE	1	1	1					
75D05U	TRAIN - TRAIN AND RAIL FIRE	1	1	1					
75D06P	TRAIN - TRAIN AND RAIL FIRE	1	1	1					
75D06S	TRAIN - TRAIN AND RAIL FIRE	1	2	2					
75O01P	TRAIN - TRAIN AND RAIL FIRE	1	1	1					
75O01S	TRAIN - TRAIN AND RAIL FIRE	1	2	1	1				
76B	BOMB- BOMB THREAT	1	4	3	1				
77A	MVA- MOTOR VEHICLE COLLISION	1	2	2					
77A00Q	MVA- MOTOR VEHICLE COLLISION	1	1		1				
77B	MVA- MOTOR VEHICLE COLLISION	1	4	2	2				
77C	MVA- MOTOR VEHICLE COLLISION	1	4	2	2				
77D02	MVA- MOTOR VEHICLE COLLISION	1	4	1	3				
77D02M	MVA- MOTOR VEHICLE COLLISION	1	1	1					
77D04	MVA- MOTOR VEHICLE COLLISION	1	1	1					
77D04M	MVA- MOTOR VEHICLE COLLISION	1	2	1	1				
77D06	MVA- MOTOR VEHICLE COLLISION	1	1		1				
77D07	MVA- MOTOR VEHICLE COLLISION	1	1		1				
77O	MVA- MOTOR VEHICLE COLLISION	1	2	2					
103	FIRE/EMS PERSONNEL IN TROUBLE	1	6	3	3				
1033F		1	1						1
	FIRE/EMS PERSONNEL IN TROUBLE	1	67	24	42	1			
	OFFICER ASSIST FEMS	1	135			26	88		21
		4	1			1			
ABDOMAGE	ABDOMINAL PAIN - ABOVE BELLY BUTTON / MALE OLDER THAN 35 OR FEMALE OLDER THAN 45	1	905		636	269			
ABDOMAORTIC	ABDOMINAL PAIN - HX OF AORTIC ANEURYSM	1	25		17	8			
ABDOMBLEED	ABDOMINAL/SIDE/BACK PAIN - UNABLE TO SIT OR STAND	1	8205			2969	3594	1642	
		2	1					1	
	ABDOMINAL/SIDE/BACK PAIN W/ VOMIT OR RED/BLACK STOOL OR ANY OTHER BLEEDING	1	267			212	55		
ABDOMLOC	ABDOMINAL/SIDE/BACK PAIN - NOT ALERT/DECREASED LOC/ DIFF BREATHE/RESP DISTRESS	1	271			194	77		
ABDOMNFI	ABDOMINAL/SIDE/BACK PAIN PAIN-3RD PARTY CALLER WITH NO FURTHER INFORMATION	2	7451			2850	3122	1479	
	ABDOMINAL/SIDE/BACK PAIN PAIN-NO ADDITIONAL INFORMATION FROM CALLER	2	1268			935	333		
ABDOMNONAMB	ABDOMINAL/SIDE/BACK PAIN - NON-AMBULATORY	2	1342			1026	316		
ABDOMNTL1	ABDOMINAL/SIDE/BACK PAIN - UNSPECIFIED / AMBULATORY	3	311			205	106		
	ABDOMINAL/SIDE/BACK/GROIN PAIN	1	1					1	
		3	1562			541	679	342	
ABDOMNTL2	GROIN PAIN - ALL TYPES	3	39			32	7		
ABDOMNTL3	ABDOMINAL/SIDE/BACK PAIN - INDIGESTION	3	44			27	17		
ABDOMMPREG	ABDOMINAL/SIDE/BACK PAIN - PREGNANT	2	11			10	1		
ACCI	ACCIDENT WITH INJURY	2	2			2			
ACCSNGL	ACCIDENT INJURIES-SINGLE VEH	1	3			2			
		2	3			2	1		
ACCJNK	ACCIDENT UNK INJURY/CALLER IS PASSERBY	2	3			3			
ACTIVESHOOTER	ACTIVE SHOOTER	1	38			5	16	11	6
AFAM	ALARMS	1	43	27		16			
AIRCRRSH	AIRCRAFT CRASH	1	1					1	
AIROTH	AIRCRAFT-OTHER (EXPLAIN)	1	5			1	2		2
AIRSTND	AIRPORT ALERT STANDBY	1	17			2	11	4	
ALLERGYEPI	ALLERGIC REACTION - EPI USED	1	350			75	140	107	28
ALLERGYLOC	ALLERGIC REACTION -NOT ALERT OR RESPIRATORY DISTRES	1	284				116	115	53
	ALLERGIC REACTION -NOT ALERT/DECREASED LOC/LIGHTHEADED/DIFF BREATHE/RESP DISTRES	1	84			61	23		
ALLERYNFI	ALLERGIC REACTION - 3RD PARTY CALLER WITH NO FURTHER INFORMATION	2	890				412	338	140
	ALLERGIC REACTION - NO ADDITIONAL INFORMATION FROM CALLER	2	364			289	75		
ALLERYNTL	ALLERGIC REACTION - ITCHING OR HIVES/NO DIFFICULTY BREATH OR PRIORITY SYMPTOMS	2	1			1			
		3	54			43	11		
	ALLERGIC REACTION - MORE THAN 15 MINS SINCE EXPOSURE / NO PRIORITY SYMPTOMS	3	135				39	69	27
ALLERGSWELL	ALLERGIC REACTION - ANY SWELLING AREA OF NECK UP OR DIFFICULTY SWALLOWING	1	1542				623	638	281
	ALLERGIC REACTION - ANY SWELLING AREA OF NECK UP/DIFF SWALLOWING	1	383			285	98		
ALSTRXNTL	ALS TRANSFER BACK FROM NURSE TRIAGE	1	531			46	283	112	90
AMB	BLS FROM ALL CALLERS CARD	3	2			1	1		
AMBSTAGE	BLS STAGE FROM ALL CALLERS CARD	3	25			9	11	4	1
ANBITE	ANIMAL BITE	1	1				1		
ANIMALBLEED	ANIMAL BITE - UNCONTROLLABLE BLEEDING	1	196			34	81	61	20
ANIMALFACE	ANIMAL BITE - FACE OR NOSE	2	24			23	1		
	ANIMAL BITE - FACE, NOSE, GENITALS OR PATIENT IS UNDER 2 YOA W/ NTL SYMPTOMS	2	405				139	200	66
ANIMALLOC	ANIMAL BITE - NOT ALERT /DECREASED LOC/DIFFICULTY BREATHING/RESPIRATORY DISTRESS	1	8			7	1		
	ANIMAL BITE - NOT ALERT OR RESPIRATORY DISTRESS	1	13				1	7	5
ANIMALMINOR	ANIMAL BITE - MINOR (DOES NOT INCLUDE DOG) / CONTROLLED OR NO BLEEDING	2	98			74	24		
ANIMALNTL1	ANIMAL BITE - MINOR SWELLING AT BITE SITE - NO LARGER THAN A NICKLE	3	28			22	6		
ANIMALNTL2	ANIMAL BITE OVER 30 MINUTES AGO NO PRIORITY SYMPTOMS	3	7			7			
	ANIMAL BITE/INSECT BITE - NO PRIORITY SYMPTOMS	3	107				29	56	22
ANIMALNTL3	ANIMAL BITE - SPIDERS / INSECTS /NO PRIORITY SYMPTOMS	3	34			30	4		
ANIMALNTL4	ANIMAL BITE - DOG MINOR BITE / NO BLEEDING	3	8			8			
ANIMALPOIS	ANIMAL BITE - POISONOUS ANIMAL	1	42			13	15	11	3
ASA	AUTOMATIC STATION ALARM	1	3	1		2			
ASLTFIGHT	FIGHT/SIMPLE ASSAULT	2	1				1		
ASSAULTBLEED	ASSAULT - UNCONTROLLABLE BLEEDING	1	714				366	243	105
	ASSAULT / TRAUMA - UNCONTROLLABLE BLEEDING	1	481			366	115		
ASSAULTBONE	ASSAULT - BRKN BONE DISLOCATION MINOR INJURIES (OTHER THAN FINGER/TOE)	2	1803				1006	545	252
	ASSAULT/TRAUMA - BRKN BONE DISLOCATION MINOR INJURIES (OTHER THAN FINGER/TOE)	2	1111			809	302		
ASSAULTDEFORM	ASSAULT - BONE PROTRUDING SEVERE DEFORMITY (OTHER THAN FINGER/TOE)	1	113				75	26	12
	ASSAULT / TRAUMA - BONE PROTRUDING SEVERE DEFORMITY (OTHER THAN FINGER/TOE)	1	142			113	29		
ASSAULTLOC	ASSAULT - RESPIRATORY DISTRESS OR NOT ALERT	0	1				1		
		1	2279				1039	935	305
		2	7				1	5	1

	ASSAULT/TRAUMA- DIFF BREATHING/RESPIRATORY DISTRESS/NOT ALERT /DECREASED LOC	1	753		546	207		
ASSAULTMPDREQ	MPD REQUESTED / PATIENT STABLE	1	1			1		
		2	6712		1062	2403	2314	933
		3	1		1			
ASSAULTNFI	ASSAULT - SEXUAL ASSAULT OR 3RD PARTY CALLER WITH NO FURTHER INFORMATION	0	1				1	
		2	8044			3224	3411	1409
		0	1		1			
	ASSAULT / TRAUMA - NO ADDITIONAL INFORMATION FROM CALLER	2	3548		2632	916		
ASST	ASSIST AMBULANCE	1	191	63	128			
ASSTOCHF	ASSIST-OTHER (EXPLAIN) FIRE	1	1915		272	719	626	298
		2	1			1		
		3	1					1
ASSTPD	PD REQUEST FOR FIRE	1	860		145	264	291	160
ASSTPUB	ASSIST PUBLIC	1	7635		1348	2825	2493	969
		2	1					1
BARR	BARRICADE / MINIMUM RESPONSE	1	66	9	16	11	22	8
BLEEDDISORDER	BLEEDING - BLOOD DISORDER OR BLOOD THINNERS	2	270		177	93		
		2	1348			507	547	294
BLEEDLOC	BLEEDING - NOT ALERT OR RESPIRATORY DISTRESS	1	219			75	104	40
		1	74		54	20		
BLEEDNFI	BLEEDING - 3RD PARTY CALLER W/NO FURTHER INFORMATION OR PATIENT IS UNDER 2 YOA	2	2826			1262	1096	468
		2	1027		797	230		
BLEEDNOSE	NOSEBLED	2	99		95	4		
BLEEDNTL1	BLEEDING - NOSEBLEED (CONTROLLED OR NOT) / NO PRIORITY SYMPTOMS	3	258			122	104	32
		2	1		1			
		3	65		44	21		
BLEEDNTL2	BLEEDING - BLOOD IN URINE / CATHETER PROBLEMS	3	59		41	18		
		3	201			97	75	29
BLEEDUNCONTROL	BLEEDING - UNCONTROLLABLE BLEEDING (EXCEPT NOSEBLEED)	1	1574			667	626	281
		1	487		364	123		
BLEEDVOMIT	BLEEDING - COUGHING UP OR VOMITING BLOOD AND UNABLE TO SIT OR STAND	1	1969			711	875	383
		1	599		443	156		
BLSTRXNLT	BLS TRANSFER BACK FROM NURSE TRIAGE	2	7998		541	2643	3343	1471
BOATCOL	BOAT-COLLISION	1	3		2		1	
BOATDIS	BOAT-IN DISTRESS/STRANDED	1	57		16	17	21	3
BOATDOC	BOAT-VISIBLE FLAMES/SMOKE (DOCKED)	1	9			7	2	
BOATOTH	BOAT-OTHER (EXPLAIN)	1	12		3	2	7	
BOATOVR	OVERTURNED BOAT	1	14		9	4	1	
BOATWAT	BOAT-FLAMES OR SMOKE ON THE WATER (NOT DOCKED)	1	8			3	5	
BOMB	BOMB THREAT	1	39	17	9	10	3	
BOX	BOXALARM FROM ALL CALLERS CARD	1	1				1	
BREATHASTHMA	ASTHMATIC EMPHYSEMA OR COPD	1	3848		2763	1085		
		1	21096			7388	9507	4201
BREATHHYPER	HYPERVENTILATING	2	340		264	76		
BREATHLOC	RESPIRATORY DISTRESS - NOT ALERT	1	3500			1088	1793	619
		1	1506		1132	374		
BREATHNFI	BREATHING DIFFICULTY - 3RD PARTY W/NO FURTHER INFO OR PATIENT IS UNDER 2 YOA	1	5			2	2	1
		2	9197			3401	3867	1929
		1	774		774			
	BREATHING DIFFICULTY - NO ADDITIONAL INFORMATION FROM CALLER	2	1019		630	389		
BREATHNTL1	BREATHING DIFFICULTY DUE TO STUFFY NOSE/COLD SYMPTOMS	3	234		16	93	97	28
BREATHNTL2	BREATHING DIFFICULTY - SPEAKING NORMALLY / NOT CURRENTLY SOB	2	73		52	21		
		3	1				1	
		3	700			232	350	118
BREATHSPEAK	BREATHING DIFFICULTY - SPEAKING NORMALLY /BUT SOB	2	1726		1327	399		
BURNSCENTRAL	BURNS - CENTRAL BODY MASS	1	48			22	18	8
		1	16		12	4		
BURNSCHEM	CHEMICAL BURNS - ANY EXCEPT FACIAL AREA OR CAUSING DIFF BREATHING	2	30		1	12	9	8
BURNSSELEC	ANY ELECTROCUTION - INCLUDING STILL CONNECTED TO POWER SOURCE	1	45		6	15	18	6
BURNSEXTREM	BURNS - HANDS FEET GENITALS	2	202		40	60	76	26
BURNSFACIAL	ANY BURNS TO FACIAL AREA INCLUDING CHEMICAL BURNS	1	118		22	43	43	10
BURNSJUV	ALL JUVENILE MATCH / CIGARETTE BURNS -DUAL	2	11		4	5	1	1
BURNSLIGHTN	LIGHTNING STRIKE	1	5			3	2	
BURNSLOC	BURNS - NOT ALERT OR RESPIRATORY DISTRESS	1	11			2	8	1
BURNSMINOR	MINOR BURN (1ST OR 2ND DEGREE BURN) NOT NTL ELIGIBLE	2	139		32	50	38	19
BURNSNFI	BURNS - 3RD PARTY CALLER W/NO FURTHER INFORMATION	2	89			28	41	20
		2	19		15	4		
BURNSNTL1	SUN BURNS	3	2				2	
		3	1			1		
BURNSNTL2	MINOR BURN (1ST DEGREE) OR MATCH CIGARETTE (EXCEPT IF ON HANDS/FEET)	3	6			4	1	1
		3	6		4	2		
BURNSNTL3	MORE THAN 6 HRS / NO PRIORITY SYMPTOMS	3	13		1	3	8	1
BUSALRM	COMMERCIAL / APT BLDG FIRE ALARM	1	39547		6385	13648	13679	5835
BUSFIRE	SCHOOL / PASSENGER BUS ON FIRE	1	35		16	14	5	
CARDIAC	CARDIAC ARREST-UNCON/NOT BREATHING	0	1			1		
		1	1865		1468	397		
		1	9239			3045	4187	2007
		2	3				3	
	CARDIAC ARREST-UNCON/NOT BREATHING CPR IN PROGRESS	3	1				1	
CARTUN	VEHICLE ON FIRE IN TUNNEL	1	25		5	3	17	
CHESTAGE	CHEST PAIN - MALE OVER 30 YOA / FEMALE OVER 40 YOA	1	2848		2170	678		
		1	9346			3554	4032	1760
CHESTDIABET	CHEST PAIN W/HX OF DIABETES	1	493		57	227	146	63
		2	32		32			
CHESTEQUIP	CHEST PAIN/HEART PROBLEMS - DEFIB IMPLANT / LVAD / PACEMAKER	1	780			324	315	141
		1	143		102	41		
CHESTFACTORS	CHEST PAIN / HEART PROBLEMS WITH ANY 2 MAJOR RISK FACTORS	1	4070		534	1417	1483	636
CHESTHX	CHEST PAIN /HEART PALPITATION/RACING - HEART HX	1	2713			999	1213	501
		1	536		375	161		
CHESTLOC	CHEST PAIN/HEART PROBLEMS - NOT ALERT OR RESPIRATORY DISTRESS	1	1548			591	667	290
		1	656		481	175		
CHESTNFI	CHEST PAIN/ HEART PROBLEMS - 3RD PARTY CALLER W/NO FURTHER INFORMATION	2	3676			1554	1486	636
		1	1		1			
	CHEST PAIN/ HEART PROBLEMS - NO ADDITIONAL INFORMATION FROM CALLER	2	1226		922	304		
CHESTNOHX	HEART PALPITATION/RACING - NO HEART HX	2	513		376	137		

	HEART PALPITATION/RACING - NO HEART HX / MALE 30-40 YOA/FEMALE 40-45 YOA	2	2031			828	832	371
CHESTN1	CHEST PAIN/ HEART PROBLEMS - NO PRIORITY SYMPTOMS	2	2					2
	ELEVATED BLOOD PRESSURE	3	335			103	164	68
CHESTN2	CHEST PAIN-MALE UNDER 30 YOA/FEMALE UNDER 40 YOA BREATHE NORMALLY/NO CARDIAC HX	3	59		37	22		
CHOKING	CHOKING - PARTIAL OR OBSTRUCTED AIRWAY / UNKNOWN	1	389		60	100	165	64
CHOKINGCLEAR	CHOKING - CLEARED - UNDER 2 YOA	3	813		130	291	269	123
	CHOKING - CLEARED - UNDER 3 YEARS OLD	2	291			98	121	72
CHOKINGN1	CHOKING CLEARED - CAN TALK / IS ALERT - BREATHING NORMAL	2	75		53	22		
	CHOKING CLEARED (OVER 3 YEARS OLD) - CAN TALK OR CRY IS ALERT - BREATHING NORMAL	3	49			26	20	3
CO	CARBON MONOXIDE DETECTOR	3	17		12	5		
COALRM	CARBON MONOXIDE ALARM	1	146	92	54			
COALRMSICK	CARBON MONOXIDE ALARM W/SICKNESS	1	4373		600	1418	1610	745
CONTAINED	CONTAINED APPLIANCE / CHIMNEY FIRE	1	402		57	131	145	69
COS	CARBON MONOXIDE DETECTOR W/SICK PERSONS	1	844		107	275	293	169
DET7	DETAIL / OTHER	1	59	33	26			
		1	666		70	263	213	120
		3	374	206	168			
DETAIL	DETAIL-OTHER (EXPLAIN)	1	101		33	34	13	21
DETGARAGE	DETACHED GARAGE OR BUILDING FIRE	1	66		19	19	18	10
DETP	HELICOPTER LANDING / PRESIDENT	1	654	146	145	153	154	56
DETV	HELICOPTER LANDING / VICE PRESIDENT	1	740	140	161	178	179	82
DIABETICLOC	DIABETIC - DECREASED OR ALTERED LOC / UNUSUAL BEHAVIOR	1	629		457	172		
	DIABETIC - NOT ALERT OR UNUSUAL BEHAVIOR	1	3062			1195	1357	510
DIABETICNFI	DIABETIC - 3RD PARTY CALLER W/NO FURTHER INFORMATION	2	1243			510	520	213
	DIABETIC - NO ADDITIONAL INFORMATION FROM CALLER	2	480		342	138		
DIABETICN1	DIABETIC - HIGH BLOOD SUGAR (UNDER 500) NO OTHER SYMPTOMS	3	96			43	39	14
	DIABETIC - HIGH BLOOD SUGAR NO OTHER SYMPTOMS	3	54		36	18		
DIABETICN2	DIABETIC - NO ADDITIONAL INFORMATION WITH PATIENT / ALERT & BEHAVING NORMALLY	3	129		12	45	53	19
DIABETICSEIZ	DIABETIC SEIZURE	1	199		28	86	62	23
DIABETICWEAK	DIABETIC - FEELING WEAK / NOT WELL OR BLOOD SUGAR > 500 - NO ALS SYMPTOMS	2	3065			1318	1165	582
	DIABETIC - FEELING WEAK NOT FEELING WELL	2	1035		755	280		
DROWNCOUGH	NEAR DROWNING- PATIENT OUT OF THE WATER AND BREATHING NORMALLY (COUGHING OR NOT)	2	4					3
DROWNLOC	DROWNING/NEAR DROWNING - RESP DISTRESS/DIFF BREATHING/NOT ALERT/DECREASED LOC	1	1		1			
	DROWNING/NEAR DROWNING - RESPIRATORY DISTRESS OR NOT ALERT	1	7			2	4	1
DROWNFI	NEAR DROWNING - 3RD PARTY CALLER W/NO FURTHER INFORMATION	2	6			3	2	1
	NEAR DROWNING - NO ADDITIONAL INFORMATION / PATIENT OUT OF WATER	2	1		1			
DROWNNTL	PATIENT OUT OF THE WATER / BREATHING NORM NO COUGHING	3	3		3			
DROWNUNCON	DROWNING - UNCONSCIOUS/ NOT BREATHING	1	3		3			
DUMPSTER	DUMPSTER / TRASH FIRE	1	2214		451	726	846	191
ELECTRICAL	ELECTRICAL SHORT / OUTLET SPARKS	1	608		128	187	189	104
EMS	REQUESTED BY MPD	1	14815	2787	3130	3573	3791	1534
		2	4714	324	859	1443	1572	516
		3	41	22	17	1	1	
ENGINE	INVESTIGATION FROM ALL CALLERS CARD	1	3			2		1
ETR7	EMERGENCY TRANSPORT / ALL CASES	3	76	38	38			
EXGITEDDELIR	PD REQUESTED -EXCITED DELIRIUM	1	31		18	6	1	6
EXPLHEARD	EXPLOSION HEARD ONLY	1	394		46	141	147	60
EXPLOS	EXPLOSION-ALL RELATED (NOT TRANSFORMER)	1	42		8	21	9	4
EXPOSECOLD	COLD EXPOSURE	1	369		7	159	73	130
EXPOSEHEAT	HEAT EXPOSURE	1	179		178	1		
	HEAT EXPOSURE WITH ALTERED LOC	1	485			290	195	
EXPOSENFI	ENVIRONMENT EXPOSURE - MACE/PEPPER SPRAY OR 3RD PARTY W/NO FURTHER INFO	2	449			160	204	85
	ENVIRONMENT EXPOSURE - NO ADDITIONAL INFORMATION FROM CALLER	2	26		21	5		
EXPOSENTL	ENVIRONMENT EXPOSURE - ALERT & BEHAVING NORMALLY	3	18			9	7	2
	ENVIRONMENT EXPOSURE - NO ADDL INFO W/PATIENT/ALERT/BEHAVING NORMALLY	3	2		2			
EXPOSETOXIC	TOXIC EXPOSURE	1	4		4			
	TOXIC EXPOSURE EXCEPT MACE/PEPPER SPRAY	1	96			32	49	15
EXTFOOD	FIRE EXTINGUISHED / BURNT FOOD	1	273		40	87	104	42
FALL9FT	FALL BETWEEN 3FT AND 10 FT	2	6668			2655	2771	1242
	FALL UNDER 10 FT -PATIENT IS OVER AGE 14/ BLEEDING CONTROLLED/AMBULATORY	2	1956		1569	387		
FALL10FT	FALL OVER 10 FT (APPROXIMATELY 1 STORY)	1	430		101	169	118	42
FALLAGE	FALL - UNDER AGE 14	1	1244		759	485		
FALLBLEED	FALL - UNCONTROLLED BLEEDING	1	1500		331	605	441	123
FALLDEFORM	FALL - BONE PROTRUDING SEVERE DEFORMITY	1	688		104	299	207	78
FALLLOC	FALL - NOT ALERT / RESP DISTRESS OR ANY-COMBATIVE HEAD TRAUMA VOMIT SEIZURE	1	3694			1099	1831	764
	FALL - NOT ALERT /DECREASED LOC / RESPIRATORY DISTRESS/DIFFICULTY BREATHING	1	449		338	111		
FALLNFI	FALL - 3RD PARTY CALLER W/NO FURTHER INFORMATION	1	4			2	1	1
	FALL - NO ADDITIONAL INFORMATION FROM CALLER	2	9768			4300	3866	1602
		1	2		2			
		2	2517		1890	627		
FALLNON	FALL - NON AMBULATORY	1	167		164	3		
		2	1		1			
FALLN1	FALL -MINOR INJ/SPRAIN/DISLOC EXTREM-NO PROTUSION OR DEFORM/AMBUL/OCC 30 MIN AGO	3	92		60	32		
	FALL -UNDER 3 FT MINOR INJURIES	3	288			148	102	38
FALLN2	FALL - WHILE STANDING/ NO HEAD INJURY/BEHAVING NORMALLY	3	175			81	69	25
	FALL WHILE STANDING/ NO HEAD INJ/BEHAING NORMALLY / MOBILITY NORMAL	3	35		25	10		
FI	FIRE INVESTIGATOR ONLY / PROCEED	1	102	64	38			
FIRE	REQUESTED BY MPD	1	2085	405	432	485	535	228
		2	105	16	17	26	33	13
		3	2	2				
FOOD	ODOR OF FOOD	1	42	37	5			
FRO	FIRE REPORTED OUT	1	36	26	10			
FTF	FOAM TASK FORCE	1	1	1				
FVA01	ACCIDENT W/INJURIES FEMS INVOLVED	1	50	11	24	8	6	1
FVA02	ACCIDENT W/INJURIES WITH FEMS INVOLVED TRANSPORTING PATIENT	1	16	3	8	3	1	1
FVA04	PROPERTY DAMAGE ACCIDENT WITH FEMS INVOLVED	1	1197	269	283	307	232	106
FVA05	NO INJURIES WHILE TRANSPORTING PATIENT AND PROPERTY DAMAGE	1	12	9	3			
GAS-ALARM	GAS ALARM	1	59	27	32			
GASIN	GAS ODOR INSIDE	1	5950		875	2173	1921	981
GASOUT	GAS ODOR OUTSIDE	2	3125		409	1309	915	492
HAZCBRN	HAZMAT CHEMICAL / CBRN	1	26		3	9	12	2
HAZFUEL	HAZMAT FUEL	1	317		62	112	99	44
HAZMS	HAZ MAT - MERCURY SPILL	1	2	2				
HAZOTH	HAZMAT-OTHER (EXPLAIN)	1	41		3	15	16	7
HAZP	HAZ MAT - SUSPICIOUS PACKAGE	1	76	54	22			

HAZUNK	HAZMAT UNKNOWN SUBSTANCE	1	114		13	53	38	10
HAZWATER	HAZMAT ON WATER WAY	1	3			1		2
HAZWAP	HAZ MAT - WHITE POWDER	1	16	12	4			
HBA	HAZMAT BOX ALARM	1	2	1	1			
HEADLOC	HEADACHE - NOT ALERT OR RESPIRATORY DISTRESS	1	92			38	33	21
	HEADACHE - NOT ALERT/DECREASED LOC/RESPIRATORY DISTRESS/DIFFICULTY BREATHING	1	71		51	20		
HEADNFI	HEAD/NECK PAIN - GENERAL/3RD PARTY CALLER W/NO FURTHER INFORMATION	2	1734			704	720	310
	HEAD/NECK PAIN - GENERAL/NO ADDITIONAL INFORMATION FROM CALLER	2	595		454	141		
HEADNTL1	HEAD/NECK PAIN - INVOLVING EYE EAR NOSE OR THROAT	3	60		41	19		
	HEAD/NECK PAIN - MINOR HEAD NECK FACIAL PAIN	3	268			110	119	39
HEADNTL2	HX MIGRAINE / NO FALL PRIORITY SYMPTOMS OR BEHAVIORAL CHANGE	3	119		18	38	44	19
HEADSUDDEN	HEADACHE -SEVERE HEADACHE	1	406		289	117		
	HEADACHE -SEVERE OR WORST HEADACHE EVER	1	1370			548	590	232
HMR	HAZMAT RECON	1	78		78			
HOSPITAL	HOSPITAL FIRE	1	136		98	20	12	6
ILLBURN	INVESTIGATION - ILLEGAL BURN	1	202		39	64	64	35
INDUSTRIALACC	INDUSTRIAL ACCIDENT - NON AMPUTATION / NON ENTRAPMENT/NO PRIORITY SYMPTOMS	2	16		6	4	3	3
INDUSTRIALAMP	INDUST ACC - AMPUTATION / ENTRAPMENT / FALL OVER 10 FT OR IN CONFINED SPACE	1	3			1	2	
	INDUSTRIAL ACCIDENT - AMPUTATION / ENTRAPMENT IN MACHINERY	1	1		1			
INDUSTRIALBLEED	INDUSTRIAL ACCIDENT - UNCONTROLLED BLEEDING	1	8		4	2	1	1
INDUSTRIALDEFORM	INDUSTRIAL ACCIDENT - BONE PROTRUDING SEVERE DEFORMITY (OTHER THAN FINGER/TOE)	1	3		1	1	1	
INDUSTRIALLOC	INDUSTRIAL ACC-NOT ALERT OR RESPIRATORY DISTRESS	1	2				1	1
	INDUSTRIAL ACC-UNCON/NOT ALERT/DECREAS LOC/RESP DIST/DIFF BREATH	1	2		1	1		
INVEST	INVESTIGATION - OTHER (EXPLAIN)	1	1025		157	277	387	204
JUMPLAND	JUMP/SUICIDE OVER LAND	1	126			20	82	24
JUMPWATER	JUMPER/SUICIDE - OVER WATER	1	39			7	24	8
LA2-FIREALARM	COMMERCIAL FIRE ALARM	1	2375	1015	1360			
LA2-HEAT	COMMERCIAL FIRE ALARM/HEAT	1	1	1				
LA2-PULLSTATION	COMMERCIAL FIRE ALARM/PULL STATION	1	2	2				
LIFTASST	LIFT ASSIST	1	11906		1642	4126	3995	2143
		2	1					1
LOCVEH	CHILD/PET LOCKED IN VEHICLE	1	752		166	309	212	65
LZ	LANDING ZONE	1	25	7	8	5	4	1
MADO	MAN DOWN	1	1		1			
		2	6	1	5			
MANHOLE	MANHOLE FIRE	1	155		31	58	51	15
MCI	MASS CASUALTY INCIDENT	1	5		2	3		
MCI_NORTH	MASS CASUALTY INCIDENT NORTH	1	3	3				
MCI_SOUTH	MASS CASUALTY INCIDENT SOUTH	1	6	5	1			
MEALRM	METRO ELEVATED-FIRE ALARM	1	10		1	2	3	4
MEARC	METRO ELEVATED-ARCING INSULATOR ONLY	1	3			2		1
MCRASH	METRO ELEVATED-CRASH	1	1				1	
MEDFACALS	MEDICAL FACILITY - ALS REQUIRED	1	73		43	16	10	4
MEDFACBLS	MEDICAL FACILITY - BLS REQUIRED	2	106		83	10	5	8
MEDIC	ALS FROM ALL CALLERS CARD	1	747		231	253	213	50
MEDICSTAGE	ALS STAGE FROM ALL CALLERS CARD	1	32		5	16	7	4
MEELEV	METRO ELEVATED-ELEVATOR RESCUE	1	18		1	12	3	2
MEFIRE	METRO ELEVATED-SMOKE/FIRE SEEN	1	2		1	1		
MENTAL	MENTAL HEALTH CONSUMER	1	1			1		
		2	5		2	3		
MEODOR	METRO ELEVATED-SMOKE SMELL ONLY	1	2				2	
MEOUT	METRO ELEVATED-OUTSIDE FIRE (EX: GRASS/TREE)	1	1			1		
MERES	METRO ELEVATED-RESCUE (EXCEPT ELEVATOR)	1	9				3	6
METRO	METRO FROM ALL CALLERS CARD	1	1			1		
MHMP	METRO HAZ MAT - SUSPICIOUS PACKAGE	1	1	1				
MISC	MISCELLANEOUS	2	1			1		
MNHL	MANHOLE	1	88	55	33			
MNPR	MANPOWER REQUESTED	2	18	14	4			
MOTH	METRO-OTHER (EXPLAIN)	1	5		2		2	1
MPD	ASSIST MPD / GAIN ENTRY / PROCEED	1	117	78	39			
		2	1		1			
MPDPEPPER	PD REQUEST - PEPPER SPRAY	2	139		36	38	38	27
MPDTASER	PD REQUEST - TASER	1	10		3	4	3	
MRA	METRO RESCUE ALARM	1	18	10	8			
MSALRM	METRO STATION-FIRE ALARM	1	248		41	68	96	43
MSARC	METRO STATION-ARCING INSULATOR ONLY	1	14		2	5	7	
MSB	METRO STATION BOX ALARM	1	52	45	7			
MSCRASH	METRO STATION-CRASH	1	13		2	4	6	1
MSELEV	METRO STATION-ELEVATOR RESCUE	1	114		21	39	35	19
MSFIRE	METRO STATION-SMOKE/FIRE SEEN	1	49		9	17	14	9
MSI	METRO SMOKE INVESTIGATION (ODOR/BRAKES)	2	13		13			
MSODOR	METRO STATION-SMOKE SMELL ONLY	1	12		1	6	3	2
MSOUT	METRO STATION-OUTSIDE FIRE (EX: GRASS/TREE)	1	9		4	2	2	1
MSRES	METRO STATION-RESCUE (EXCEPT ELEVATOR)	1	44		5	6	17	16
MTALRM	METRO TUNNEL-FIRE ALARM	1	8		1	2	5	
MTARC	METRO TUNNEL-ARCING INSULATOR ONLY	1	20		3	5	12	
MTBOX2ND	METRO TUNNEL BOX - SECONDARY	1	24		2	6	11	5
MTBP	METRO TUNNEL BOX - PRIMARY	1	30	24	6			
MTBS	METRO TUNNEL BOX - SECONDARY	1	22	16	6			
MTCRASH	METRO TUNNEL-CRASH	1	2				2	
MTCRASH2ND	METRO TUNNEL DERAILMENT/CRASH - SECONDARY	1	1					1
MTFIRE	METRO TUNNEL-SMOKE / FIRE SEEN	1	23		2	6	12	3
MTODOR	METRO TUNNEL-SMOKE SMELL ONLY	1	5		1	1	3	
MTODOR2ND	METRO TUNNEL SMOKE INVESTIGATION - SECONDARY	1	1		1			
MTRES	METRO TUNNEL-RESCUE (INCLUDES PED HIT/STALLED CAR EVACUATION)	1	9			6	2	1
MUT	MUTUAL AID OUT OF THE CITY	1	25	9	16			
MUTUAL	MUTUAL AID REQUEST	2	55		18	23	12	2
MVAHWY	MVA ON INTERSTATE W/INJURIES	1	2969		522	1084	888	475
MVAHWYROLLOVER	ACCIDENT ON HWY-ROLLOVER/ TRAPPED / EJECTED	1	163		23	49	64	27
MVAINJURIES	ACCIDENT - INJURIES	0	1				1	
		1	1450		1395	26	20	9
		2	14113		1761	5890	4569	1893
		3	3			2	1	
MVANL	ACCIDENT OCCURRED MORE THAN 24 HRS AGO	3	20		6	5	8	1
MVAPDREQ	ACCIDENT - PD REQUEST MEDICAL ATTENTION PATIENT STABLE	2	1170		220	401	397	152

MVAPED	ACCIDENT - INVOLVING PEDESTRIAN / MOTORCYCLE / BICYCLE / TRAIN	1	8170		1696	3168	2469	837
		2	2			1		1
		3	2		1	1		
MVAROLLOVER	ACCIDENT - ROLLOVER / TRAPPED / EJECTION	1	1716		241	549	609	317
		2	1			1		
MVAUNKNOWN	ACCIDENT UNKNOWN INJURIES - CALLER PASSERBY	1	40		6	9	15	10
		2	6991		946	2311	2478	1256
NBP	NATIONALS BALL PARK DETAIL	1	4	4				
OBVIOUS	OBVIOUS DEATH-ADULT /NO CPR IN PROGRESS	2	466			85	254	127
ODACCIDENT	ACCIDENTAL OD	2	281		216	65		
ODCHEM	CHEMICALS (INGESTED INHALED OR SPRAYED) W/O ALS CRITERIA	2	349		38	129	109	73
ODDRUGS	ALCOHOL OR STREET DRUG INTOXICATION - RESPONSIVE	1	2		1		1	
ODINTENTION	INTENTIONAL OD	2	18598		3031	6900	6162	2505
		1	530		455	75		
ODLOC	INTENTIONAL OVERDOSE OR OVERDOSE WITH PERSON VIOLENT	1	2237			885	1016	336
		1	650		497	153		
ODNFI	OD/POISONING - DIFFICULTY SWALLOWING /DIFFICULTY BREATHING /DECREASED LOC	1	2710			802	1326	582
		2	1776		1365	411		
ODNORM	OD - NO ADDITIONAL INFORMATION FROM CALLER	1	1			1		
		2	7543			2735	3371	1437
ODNTL1	OD WITH NORMAL BREATHING/NORMAL LOC	2	643		68	236	235	104
		2	1			1		
ODNTL2	ACCIDENTAL W/NO PRIORITY SYMPTOMS	3	67			25	31	11
		3	16		12	4		
ODOTC	SUSPECTED EXPOSURE TO STREET DRUGS NO INGESTION OR INHALATION	3	20		2	12	4	2
ODRX	OD WITH OVER THE COUNTER DRUGS	2	53		39	14		
		1	92		65	27		
OTHALRM	OD WITH PRESCRIPTION DRUGS	1	440			187	185	68
		1	335		119	109	67	40
OUTOTH	FIRE ALARM-OTHER (EXPLAIN)	3	1		1			
		1	1424		198	468	509	249
PARA	OUTSIDE FIRE-OTHER (EXPLAIN)	1	1					
PD	PARAMEDIC TRIAGE -- UPDATE TO DETAILED CODE TYPE	3	63					63
PERDOWN	REQUESTED BY FEMS	1	1					1
PGAR	PERSON DOWN	2	21		13	8		
		1	15	2	13			
POWERLINE	PARKING GARAGE INCIDENT	1	1					
PREGBLEED	ALL POWER LINE / TRANSFORMER RELATED	1	2179		335	854	725	265
		2	168		131	37		
PREGBORN	PREGNANCY LESS THAN 20 WKS - VAGINAL BLEEDING	2	558			212	232	114
		2	168		131	37		
PREGBREECH	PREGNANCY MORE THAN 12 WKS LESS THAN 20 WKS - VAGINAL BLEEDING	1	78		10	21	34	13
		1	221			83	113	25
PREGCRAMP	CHILD/BIRTH - BREECH OR DELIVERY COMPLICATIONS	1	74		52	22		
		1	1			1		
PREGLABOR	CHILD/BIRTH - BREECH OR DELIVERY COMPLICATIONS / MISCARRIAGE	2	821		135	351	234	101
		1	207		200	1	6	
PREGLOC	LABOR PAINS / CONTRACTIONS	2	1068		140	447	330	151
		1	25		18	7		
PREGNFI	PREGNANCY - NOT ALERT OR DECREASED LOC / SEIZURE	1	49			17	24	8
		2	790			307	350	133
PREGNTL1	PREGNANCY - GYNECOLOGY - 3RD PARTY CALLER W/NO FURTHER INFORMATION	2	199		146	53		
		3	154		32	47	56	19
PREGNTL2	PREGNANCY - GYNECOLOGY - NO ADDITIONAL INFORMATION FROM CALLER	3	120			33	66	21
		3	29		25	4		
PREGPAIN	PREGNANCY-OVER 20 WKS OR UNK /ABDOMINAL PAINS/ PELVIC PAINS	1	464		308	156		
		1	1821			667	844	310
PSYCHATTEMPT	SUICIDE ATTEMPT - CON / BREATHING	2	264		189	75		
		2	1359		1008	351		
PSYCHBEHAVIOR	PSYCH - UNUSUAL BEHAVIOR	1	1					1
		2	4788			1892	1941	955
PSYCHLOC	PSYCH - UNUSUAL BEHAVIOR/HOMICIDAL THOUGHTS/ATTEMPT SUICIDE-NO ALS SYMPTOMS	1	310		229	81		
		2	6		6			
PSYCHNFI	SUICIDE ATTEMPT - NOT ALERT OR DECREASED LOC	1	1221			502	510	209
		2	5635			2052	2440	1143
PSYCHNTL2	SUICIDE ATTEMPT - NOT ALERT OR RESPIRATORY DISTRESS	2	1515		1104	411		
		3	55		42	13		
PSYCHNTL3	PSYCH - OUT OF MEDS OR PANIC ATTACK - SELF DESCRIBED	3	180			72	67	41
		3	114		21	46	29	16
PSYCHUNCON	PSYCH-MILD DEPRESS W/O SUIC OR HOMIC THOUGHTS/NO ALCOHOL OR DRUG USE W/IN 48 HRS	1	33		25	8		
PSYCHVIOLENT	SUICIDE ATTEMPT - UNCON/NOT BREATHING	1	33		25	8		
RAILCRASH	EMOTIONAL OR MENTAL - VIOLENT OR ACTING AGGRESSIVELY	1	2644		398	1038	803	405
RAILPED	RAIL CAR CRASH / DERAILMENT	1	2		2			
RESALRM	RAIL CAR STRUCK PEDESTRIAN	1	4		1		3	
RESCOLL	RESIDENTIAL FIRE ALARM	1	10781		1778	3597	3724	1682
RESCONF	RESIDENTIAL FIRE ALARM/PULL STATION	1	72		11	25	22	14
RESELEV	RESIDENTIAL FIRE ALARM/SMOKE	1	30		8	14	5	3
RESHIGH	RESCUE-ELEVATOR	1	7915		1427	3167	2443	878
RESMACH	RESCUE-HIGH ANGLE/BELOW GRADE	1	93		17	48	18	10
RESOTH	RESCUE-ENTRAPPED IN MACHINERY	1	15		1	6	6	2
RESTRENCH	RESCUE-OTHER (EXPLAIN)	1	67		19	19	20	9
RESWATER	RESCUE-TRENCH	1	6		1	1	4	
RFA-FIREALARM	RESCUE-WATER	1	243		62	87	80	14
RFA-PULLSTATION	RESIDENTIAL FIRE ALARM	1	2870	1745	1125			
RFA-SMOKE	RESIDENTIAL FIRE ALARM/PULL STATION	1	3	3				
RRA	RESIDENTIAL FIRE ALARM/SMOKE	1	2	2				
SCHOOL	RAILROAD RESCUE ALARM	1	3	1	2			
SEIZUREABNORM	SCHOOL FIRE	1	46		11	22	9	4
SEIZUREACTIVE	SEIZURE - NOT SEIZING / BREATHING ABNORMAL / ACTING ABNORMALLY	1	2154		449	760	693	252
SEIZUREINJURY	SEIZURE - SEIZING WHEN CALL/MULTIPLE/LASTING LONGER THAN 5 MINS/ANY PEDIATRIC	1	11287		1549	3901	4234	1583
SEIZURENFI	SEIZURE - HEAD INJURY OR SEVERE HEADACHE WITHIN 24 HRS OF SEIZURE	1	252		58	95	74	25
		1	3			1	1	1
SEIZURENTL1	SEIZURE - 3RD PARTY CALLER W/NO FURTHER INFORMATION	2	3433			1652	1321	460
		2	1399		1076	323		
SEIZURENTL2	SEIZURE - NO ADDITIONAL INFORMATION FROM CALLER	3	120		21	58	30	11
SEIZURENTL3	NOT SEIZING NOW HX OF SEIZURE/CURRENTLY ALERT & BREATHING NORMALLY	3	22		18	4		
		3	74			22	27	25
SEIZUREPAST	SEIZURE - NO SEIZURE HX AND PATIENT SAYS -I FEEL LIKE IM GOING TO HAVE A SEIZURE	3	5		1	1	2	1
	SEIZURE - PATIENT SAYS -I FEEL LIKE IM GOING TO HAVE A SEIZURE	3	5		1	1	2	1
	NO SEIZURE BUT OUT OF MEDS	3	5		1	1	2	1
	SEIZURE - NOT SEIZING NOW OCCURRED MORE THAN 1 HR AGO AND ACTING NORMAL	2	59		59			

SEIZUREPREG	SEIZURE - ANY PREGNANCY OR LESS THAN 6 WEEKS POST PARTUM	1	36		15	8	12	1
SERV	PUBLIC SERVICE/PROCEED	1	168	88	80			
SHOT	SHOOTING	0	1					1
		1	4523		707	1360	1746	710
		3	5	1	2	2		
SICKCRISIS	SICKLE CELL W/CRISIS (EXTREME PAIN)	2	1273		222	492	348	211
SICKMEDALARM	MEDICAL ALARM	2	6696		961	2288	2301	1146
SICKNFI	SICK/UNKNOWN - 3RD PARTY W/NO FURTHER INFO OR PATIENT IS UNDER 2 YOA	1	3			2	1	
		2	49550			18930	20971	9649
	SICK/UNKNOWN/ - NO ADDITIONAL INFORMATION FROM CALLER	1	2			2		
		2	9919		6161	3758		
	SICK/UNKNOWN/PERSON DOWN - NO ADDITIONAL INFORMATION FROM CALLER	2	5496			5496		
SICKNTL1	SICK/UNKNOWN-NO PRIORITY SYMPTOMS	2	1		1			
		3	1880		1474	406		
	SICK/UNKNOWN-NO PRIORITY SYMPTOMS / CALLER WITH PATIENT NO FURTHER INFORMATION	3	5479			1850	2561	1068
SICKNTL2	SICK/UNKNOWN - FLU SYMPTOMS	3	1241		150	387	524	180
SICKNTL3	SICK/UNKNOWN - OUT OF MEDS/NO PRIORITY SYMPTOMS	2	1		1			
		3	567		88	161	248	70
SICKNTL4	SICK/UNKNOWN - HIGH BLOOD PRESSURE W/NO PRIORITY SYMPTOMS	3	794		213	315	187	79
SICKNTL5	SICK/UNKNOWN - WITH PATIENT / BREATHING NORMALLY / AMBULATORY	3	534		378	156		
SICKNTL6	SICKLE CELL W/NO CURRENT PAIN OR BREATHING PROBLEMS	3	62		11	24	20	7
SIMO	SICKMO	3	1		1			
SMOKEIN	SMOKE-INSIDE SMELL ONLY	1	2052		290	859	609	294
SMOKEOUT	SMOKE-OUTSIDE VISIBLE OR SMELL/UNKNOWN SOURCE	1	796		136	283	260	117
SOL	SPECIAL OPERATIONS LOCAL	1	28		28			
STABBING	STABBING	1	2931		492	1000	988	451
		2	2			1		1
		1	2			1		1
STROKE	STROKE-NO PRIORITY SYMPTOMS	2	3645		557	1390	1110	588
		1	2487			884	1111	492
STROKELOC	STROKE - DIFF BREATHING OR UNRESPONSIVE/NOT ALERT WITHIN LAST HOUR	1	493		353	140		
	STROKE - DIFF BREATHING/ABNORM BREATHING/UNRESPONSIVE/NOT ALERT/DECREASED LOC	1	493		353	140		
STROKENTL	VERTIGO / DIZZINESS W/MEDICAL HX OF THE SAME	4	2			1		1
STROKENTL1	VERTIGO / DIZZINESS W/MEDICAL HX OF THE SAME	3	53		8	19	18	8
STROKENTL2	STROKE GREATER 30 DAYS / NO PRIORITY SYMPTOMS	3	53		3	19	22	9
STROKESEIZ	STROKE - SEIZURE WITHIN LAST HOUR	1	21		20	1		
STRUCDAM	INVESTIGATION-STRUCTURAL DAMAGE	1	130		39	34	38	19
STRUCTURE	ANY STRUCTURE FIRE (NOT LISTED ABOVE)	1	5127		720	1690	1881	836
SUICATT	SUICIDE ATTEMPTED	2	1			1		
SUSPPKG	SUSPICIOUS PACKAGE	1	195		37	76	39	43
TANKHAZ	TANKER / HAZMAT INVOLVED FIRE	1	3			1	1	1
TDTF1	TECHNICAL DECON TASK FORCE 1	1	1	1				
TRAUMABLEED	TRAUMA - UNCONTROLLABLE BLEEDING	1	1154			312	596	246
TRAUMABONE	TRAUMA - BROKEN BONE, DISLOCATION, MINOR INJURIES (OTHER THAN FINGER/TOE)	2	3695			1138	1685	872
TRAUMADEFORM	TRAUMA - BONE PROTRUDING, SEVERE DEFORMITY (OTHER THAN FINGER/TOE)	1	393			136	197	60
TRAUMALOC	TRAUMA - RESPIRATORY DISTRESS OR NOT ALERT	1	160			50	89	21
TRAUMANFI	TRAUMA - 3RD PARTY CALLER WITH NO FURTHER INFORMATION	2	5018			1349	2573	1096
TRAUMANTL1	TRAUMA - DISLOCATED OR BROKEN TOE / FINGER	3	427		63	119	180	65
TRAUMANTL2	TRAUMA-ROLLED OR SPRAINED ANKLE	3	148		24	50	53	21
TRCH	TRASH CHUTE	1	1	1				
TREE	TREE / GRASS / BRUSH FIRE	1	38			38		
	TREE / GRASS / BRUSH FIRE	1	1717		337	588	626	166
TRTF-COLL	TECHNICAL RESCUE TASK FORCE - COLLAPSE	1	4		4			
TUN3	FIRE IN 3RD ST TUNNEL	1	4	4				
UNCON	UNCONSCIOUS	1	11905		2102	3931	4220	1652
		2	1				1	
UNCONHEART	FAINTED - CHEST PAIN/HEART PALPATIONS	1	95		71	24		
UNCONLOC	FAINTED-UNRESPONSIVE/DECREASED LOC/DISORIENTED/DIFFICULTY BREATHING	1	1576		1220	356		
		3	2		2			
	UNRESPONSIVE OR DISORIENTED	1	11577			3639	5549	2389
UNCONMULTI	MULTIPLE FAINTING SPELLS	1	1594		151	722	530	191
		2	128		128			
UNCONNFI	FAINTED/ PERSON DOWN - 3RD PARTY CALLER W/NO FURTHER INFORMATION	0	1				1	
		1	21			9	9	3
		2	45207			18195	20164	6848
		3	2			1	1	
	FAINTED/ PERSON DOWN - NO ADDITIONAL INFORMATION FROM CALLER	0	2		2			
		1	9		4	5		
		2	12205		9498	2707		
UNCONNOALS	FAINTED / MULTIPLE FAINTING SPELLS - NOW CONSCIOUS NO ALS CATEGORY SYMPTOMS	1	1		1			
		2	1751		1390	361		
	SINGLE FAINTING EPISODE / 35 YOA / OVER NO PRIORITY SYMPTOMS	2	4138			1886	1670	582
UNCONNTL	SINGLE FAINTED EPISODE / UNDER 35 YOA / NO PROPERTY SYMPTOMS	3	150		26	65	45	14
UNCONIPD	UNCON PERSON/MEDICS ENR-POLICE NEEDED	1	1			1		
UNKODOR	ODOR-UNKNOWN ODOR OR SOURCE	1	545		81	215	174	75
UPSN	UNCONSCIOUS PERSON	1	1			1		
		2	1		1			
VEHFIRE	CAR / PICKUP ON FIRE	1	2601		516	912	820	353
VEHWY	VEHICLE FIRE ON FREEWAY	1	182		43	46	70	23
VEHTRAP	VEHICLE FIRE W/SUBJECTS TRAPPED	1	46		5	19	10	12
VER	VERIZON (MCI) CENTER DETAIL	1	1	1				
WSTF	WATER SUPPLY TASK FORCE	3	5		5			

## MPD Emergency/ Non-Emergency

Data For October 1, 2016 - March 28, 2021

All CAD events created including canceled events.

		FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
MPD	Emergency Priority 0-2	57.9%	62.7%	69.1%	71.2%	73.0%
	Non-emergency Priority 3-9	42.1%	37.3%	30.9%	28.8%	27.0%

## MPD Emergency Events

Data For October 1, 2016 - March 28, 2021

The underlying system for event types was changed in March 2018. Old event types for MPD were phased out later in 2018.

All CAD events created for MPD including canceled events.

Event Code	Event Description	priority	Grand Total	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Grand Total			2029526	423733	449411	511573	457340	187469
2NDS	SECOND SIGHTING	1	3158	2070	1088			
		2	21	12	9			
29B	ACCI- TRAFFIC / TRANSPORTATION INCIDENTS	2	1		1			
911	9-1-1 HANG UP/OPEN LINE	1	12		5	3	4	
		2	16857		2896	8313	4170	1478
1033	OFFICER ASSIST MPD	0	246			105	104	37
		1	72		65	6		1
	POLICE OFFICER IN TROUBLE	1	198	140	58			
1033F		0	89			20	65	4
		1	9		9			
	FIRE/EMS PERSONNEL IN TROUBLE	1	40	20	20			
	OFFICER ASSIST FEMS	0	22			1	4	17
1089	BOMB THREAT	1	136	88	48			
		2	1	1				
1089EXPL	BOMB EXPLOSION	0	66			31	29	6
		1	9		9			
		2	1			1		
1089OTH	BOMB-OTHER (EXPLAIN)	0	1			1		
		2	25		6	5	9	5
1089THRT	BOMB THREAT	1	169		45	71	38	15
ABCH	ABANDONED CHILD	1	6	4	2			
		2	435	311	124			
ABSC	ABSCONDER	2	356	218	138			
ABUSECH	ABUSE/NEGLECT/FOUND CHILD	1	66		13	19	25	9
		2	2098		345	771	684	298
ABUSECHRPT	ABUSE/NEGLECT/FOUND CHILD > 30 MINS AGO	1	1			1		
		2	2		2			
ABUSEDIS	ABUSE/NEGLECT/FOUND DISABLED	1	2			1		1
		2	27		5	13	6	3
ABUSEELD	ABUSE/NEGLECT/FOUND ELDERLY	1	6			2	2	2
		2	134		17	45	51	21
ABUSEOTH	ABUSE/NEGLECT/FOUND OTHER (EXPLAIN)	1	1					1
		2	98		8	33	54	3
ACCGOVT	ACCIDENT-GOV'T OR COMMERCIAL VEH INVOLVED	1	9		4		5	
		2	81		22	38	14	7
ACCHRINJ	HIT & RUN W/INJURIES	1	1					1
		2	1243		234	390	428	191
ACCHRMPD	ACCIDENT PROPERTY DAMAGE-MPD	2	1			1		
	HIT & RUN-MPD	1	12		3	4	4	1
		2	22928		4655	9824	6357	2092
ACCHRMPDRPT	HIT & RUN-MPD > 30 MINS AGO	1	1				1	
		2	5		1	1	2	1
ACCHRTRU	ACCIDENT HIT & RUN > 30 MINS AGO - TRU	0	1				1	
ACCI	ACCIDENT WITH INJURY	1	19	17	2			
		2	15755	10347	5408			
ACCMPT	ACCIDENT PROPERTY DAMAGE-MPD	0	1					1
		1	23		3	12	7	1
		2	328		76	142	87	23
ACCMULTI	ACCIDENT INJURIES-MULTIPLE VEHS	1	8		1	6	1	
		2	3994		691	1545	1250	508
ACCMULTIRPT	ACCIDENT INJURIES-MULTIPLE VEHS > 30 MINS AGO	2	2			2		
ACCOOTH	ACCIDENT OTHER (EXPLAIN)	2	5		1	4		
ACCOTHRPT	ACCIDENT OTHER (EXPLAIN) > 30 MINS AGO	1	1		1			
ACCP	ACCIDENT PROPERTY DAMAGE ONLY	1	15	9	6			
		2	462	336	126			
ACCPED	ACCIDENT INVOLVING PED/BIKE/MC	1	4		1		3	
		2	8102		1639	3136	2489	838
ACCPEDRPT	ACCIDENT INVOLVING PED/BIKE/MC > 30 MINS AGO	1	1			1		
		2	28		15	11	1	1
ACCRROLL	ACCIDENT-ROLLOVER	2	1435		187	456	529	263
ACCSNGL	ACCIDENT INJURIES-SINGLE VEH	1	4		2	1		1
		2	11606		2510	4442	3241	1413
ACCSNGLRPT	ACCIDENT INJURIES-SINGLE VEH > 30 MINS AGO	1	1		1			
		2	1		1			
ACCUNK	ACCIDENT UNK INJURY/CALLER IS PASSERBY	1	2			2		
		2	7899		1068	2602	2792	1437
ACDC	ACCIDENT DC GOVERNMENT VEHICLE INVOLVED	2	16	13	3			
ACHR	ACCIDENT HIT AND RUN	1	2103	1298	805			
		2	11420	7362	4058			
	ACCIDENT INJURIES-SINGLE VEH	2	1		1			
ACMP	ACCIDENT MPD INVOLVED	1	439	280	159			
		2	686	413	273			
ACPD	ACCIDENT INVOLVING PEDESTRIAN	1	4	3	1			

		2	1794	1117	677				
ACTIVESHOOTER	ACTIVE SHOOTER	0	30			13	11		6
		1	6		6				
ACTX	ACCIDENT W/ TAXI CAB INVOLVED	2	10	6	4				
ACUS	ACCIDENT US GOVERNMENT VEHICLE INVOLVED	2	6	4	2				
AGAS	AGGRAVATED ASSAULT	0	1		1				
		1	10406	7118	3288				
		2	36	27	9				
AGDR	AGGRESSIVE DRIVING	1	7	3	4				
		2	7619	5235	2384				
AINF		1	1	1					
		2	12	9	3				
ALMBUS	BUSINESS/COMMERCIAL BURGLARY ALARM	1	2			1	1		
		2	65830		10754	23965	21907	9204	
ALMGOV	GOV'T BUILDING BURGLARY ALARM	2	100		29	39	26		6
ALMHU	ROBBERY/HOLD UP ALARM	1	1				1		
		2	4077		658	1547	1384	488	
ALMOTH	ALARM-OTHER (EXPLAIN)	2	609		91	190	221	107	
ALMPAN	PANIC/DURESS ALARM	1	1				1		
		2	9678		1655	3566	3171	1286	
ALMRES	RESIDENTIAL BURGLARY ALARM	1	5		2	3			
		2	62625		11586	25454	18948	6637	
ALMSCH	SCHOOL ALARM	2	614		48	148	279	139	
ALMVEH	VEHICLE ALARM	2	1863		361	643	533	326	
ANATCK	ANIMAL ATTACK IP	1	1			1			
		2	193		33	58	60	42	
ANBARK	BARKING DOG	2	1273		200	508	395	170	
ANBITE	ANIMAL BITE	1	1		1				
		2	922		143	340	330	109	
ANBT	ANIMAL BITE	1	1	1					
		2	446	306	140				
ANCT	ANIMAL COMPLAINT	1	7	6	1				
		2	54	37	17				
ANLOOSE	LOOSE DOG (OR ANIMAL)	1	2		1		1		
		2	11		1	3	5	2	
ANOTH	ANIMAL COMPLAINT OTHER (EXPLAIN)	2	1144		233	462	309	140	
ASLTAGG	AGGRAVATED ASSAULT	1	9780		1696	3521	3254	1309	
		2	836		151	297	276	112	
ASLTAGGRPT	AGGRAVATED ASSAULT > 30 MINS AGO	1	5			1	4		
		2	29		4	11	10	4	
ASLTDV	DOMESTIC VIOLENCE/FAMILY FIGHT	0	1					1	
		1	77285		11227	25848	27448	12762	
		2	1451		647	441	257	106	
	INVESTIGATE THE TROUBLE	1	1		1				
ASLTDVRPT	DOMESTIC VIOLENCE/FAMILY FIGHT > 30 MINS AGO	1	4		2	2			
		2	29		11	8	5	5	
ASLTFIGHT	FIGHT/SIMPLE ASSAULT	0	3				1	2	
		1	36414		6464	13611	11918	4421	
		2	185		30	51	66	38	
ASLTFIGHT4	FIGHT INVOLVING MORE THAN 3 SUBJECTS	1	7571		964	2950	2881	776	
		2	679		81	280	242	76	
ASLTFIGHT4RPT	FIGHT INVOLVING MORE THAN 3 SUBJECTS > 30 MINS AGO	2	2		1	1			
ASLTFIGHTRPT	FIGHT/SIMPLE ASSAULT > 30 MINS AGO	2	33		6	16	11		
ASLTOH	ASSAULT / FIGHT-OTHER (EXPLAIN)	1	887		135	378	257	117	
		2	56		2	23	20	11	
ASLTOHRPT	ASSAULT / FIGHT-OTHER (EXPLAIN) > 30 MINS AGO	1	1			1			
		2	1				1		
ASLTSINJ	AGGRAVATED ASSAULT W/SERIOUS INJURIES	1	4041		534	1539	1436	532	
		2	13		5	2	6		
ASLTSINJRPT	AGGRAVATED ASSAULT W/SERIOUS INJURIES > 30 MINS AGO	2	2		1		1		
ASLTSX	SEXUAL ASSAULT	1	1919		379	778	530	232	
		2	20		2	5	6	7	
ASLTSXRPT	SEXUAL ASSAULT > 30 MINS AGO	1	1				1		
		2	14		3	6	3	2	
ASSP	ASSAULT / SIMPLE	1	24766	16475	8291				
		2	102	72	30				
ASSS	ASSIST	1	534	293	241				
		2	897	587	310				
ASSTBN	ASSIST W/BARRING NOTICES	1	1			1			
		2	520		105	171	169	75	
ASSTCP	ASSIST W/COURT PAPERS	1	3		1	1	1		
		2	4881		1052	1997	1349	483	
ASSTFDEMR	FEMS REQUEST-EMERGENCY	1	191		53	77	38	23	
		2	3			3			
ASSTFDNON	FEMS REQUEST (NON-EMERGENCY)	2	165		38	68	40	19	
ASSTGOVEMR	ASSIT OTHER GOVT AGENCY-EMERGENCY	1	801		207	311	184	99	
		2	28		4	12	8	4	
ASSTGOVNON	ASSIT OTHER GOVT AGENCY (NON-EMERGENCY)	1	1		1				
		2	1910		334	696	531	349	

ASSTLEEMR	ASSIST OTHER LE AGENCY EMERGENCY	1	1551		291	581	470	209
		2	107		11	36	43	17
ASSTLENON	ASSIST OTHER LE AGENCY (NON-EMERGENCY)	1	4			2	2	
		2	2338		428	873	674	363
ASSTMOTO	ASSIST MOTORIST	1	11		3	5	3	
		2	136		37	59	29	11
ASSTOTH	ASSIST-OTHER (EXPLAIN)	1	67		2	24	29	12
		2	18224		2075	7017	6431	2701
ASSTPR	ASSIST W/PROPERTY RETRIVAL	1	2			1	1	
		2	10195		1626	3572	3477	1520
ATLO	ATTEMPT TO LOCATE	1	1	1				
		2	4	2	2			
AUTA	AUTO ALARM	2	856	543	313			
BADCHK	BAD CHECK	2	64		10	23	24	7
BALM	BUSINESS / ALARM	2	34716	22042	12674			
BENCHWRT	BENCH WARRANT	1	5		1	3	1	
		2	3804		724	1798	1076	206
BEVD	B & E VENDING MACHINE	2	3	3				
BOATCOL	BOAT-COLLISION	1	6		3	1	2	
BOATDIS	BOAT-IN DISTRESS/STRANDED	1	41		7	14	17	3
BOATDOC	BOAT-VISIBLE FLAMES/SMOKE (DOCKED)	1	9			5	4	
BOATOVR	OVERTURNED BOAT	1	7		2	3	2	
BOATWAT	BOAT-FLAMES OR SMOKE ON THE WATER (NOT DOCKED)	1	6			3	3	
BOLO	BOLO	1	41		2	12	16	11
		2	61		3	30	15	13
BUA1	BURGLARY ONE	1	2420	1613	807			
		2	9	4	5			
BUA2	BURGLARY TWO	1	1551	1003	548			
		2	47	34	13			
	DESTRUCTION OF PROPERTY	1	1		1			
BUAL	BURGLAR ALARM	1	13	9	4			
		2	44959	29172	15787			
BURGBUS	BURGLARY OF A BUSINESS/COMMERCIAL BLDG	1	1594		153	367	884	190
		2	7		1	2	3	1
BURGBUSRPT	BURGLARY OF A BUSINESS/COMMERCIAL BLDG > 30 MINS AGO	1	1				1	
		2	3			1	1	1
BURGGOVT	BURGLARY OF A GOVT BLDG	1	33		2	13	12	6
BURGGOVTRPT	BURGLARY OF A GOVT BLDG > 30 MINS AGO	2	1			1		
BURGMACH	BURGLARY OF A MACHINE	2	26		2	6	7	11
BURGOCC	BURGLARY OF AN OCCUPIED RESIDENCE	1	4859		780	1787	1561	731
		2	20		4	3	6	7
BURGOCCRPT	BURGLARY OF AN OCCUPIED RESIDENCE > 30 MINS AGO	1	2			1		1
		2	13		3	4	6	
BURGOTH	BURGLARY-OTHER (EXPLAIN)	1	7		1	3	1	2
		2	390		37	140	143	70
BURGRES	BURGLARY OF A RESIDENCE - UNOCCUPIED	1	2808		534	1040	912	322
		2	30		5	14	6	5
BURGRESRPT	BURGLARY OF A RESIDENCE - UNOCCUPIED > 30 MINS AGO	1	3		1	2		
		2	23		11	10	2	
BWRT	BENCH WARRANT	1	2	2				
		2	4243	2692	1551			
	TRAFFIC STOP	2	1		1			
CARDIAC	CARDIAC ARREST-UNCON/NOT BREATHING	1	1			1		
CARJACKF	CARJACKING-FORCE	1	624		90	144	238	152
		2	5		1	1	1	2
CARJACKW	CARJACKING-WEAPON INVOLVED	1	937		83	182	322	350
		2	5		1	1		3
CCHD	CRUELTY TO CHILD	1	1		1			
		2	3	3				
CDWP	CARRY DEADLY WEAPON	2	1	1				
CITYOTH	OTHER CITY ORDINANCE VIOLATIONS (EXPLAIN)	1	7			6	1	
		2	26		2	10	7	7
CITYWIDE	MPD SPECIAL REQUEST FOR CITYWIDE CHANNEL	1	515		38	176	202	99
		2	28		5	8	11	4
CJAR	CAR JACKING / ARMED	1	207	104	103			
CJUA	CAR JACKING / UNARMED	1	104	75	29			
CKWF	CHECK ON THE WELFARE	1	28	18	10			
		2	14566	9156	5410			
COUNTER	COUNTERFEIT MONEY	2	346		84	130	112	20
CPCO	CIVIL PROTECTION ORDER	1	9	6	3			
		2	1418	915	503			
CPOVIOL	CPO VIOLATION	1	17		2	8	1	6
		2	3884		635	1316	1333	600
CPOVIOLRPT	CPO VIOLATION > 30 MINS AGO	2	1		1			
CRA1	CRANE	1	44	26	18			
		2	53	26	27			
CREDIT	CREDIT CARD	0	1					1
		1	3			1		2
		2	795		171	325	239	60

CREDITRPT	CREDIT CARD > 30 MINS AGO	2	3			1	2	
CURF	CURFEW VIOLATION	2	847	694	153			
CURFEW	CURFEW	2	771		234	320	204	13
CUSTODY	CUSTODIAL ISSUE/COMPLAINT	1	5		1	2	2	
		2	1928		199	609	787	333
CUSTODYRPT	CUSTODIAL ISSUE/COMPLAINT > 30 MINS AGO	2	1				1	
DAUT	DISABLED AUTO	1	2	2				
		2	169	113	56			
DEPR	DESTRUCTION OF PROPERTY	1	5663	3688	1975			
		2	3842	2580	1262			
	OPEN DOOR	2	1		1			
	THEFT FROM AUTO	2	1	1				
	VANDALISM-CRIMINAL MISCHIEF-DESTRUCTION OF PROPERTY	2	1		1			
DETH	DEATH REPORT	2	2	1	1			
DISGRP	DISTURBANCE-GROUP (MORE THAN 3)	1	7158		6585	566	6	1
		2	40118		497	14997	18701	5923
DISGRPRPT	DISTURBANCE-GROUP (MORE THAN 3) > 30 MINS AGO	2	2		1	1		
DISO	CHECK ON THE WELFARE	2	1		1			
	DISORDERLY	1	70	47	23			
		2	145162	96261	48901			
	FAMILY DISTURBANCE	2	2	1	1			
	OTHER	2	1		1			
	STOLEN VEHICLE	2	1		1			
	STOP / FRISK	2	1		1			
	THREATS	2	1		1			
	TRAFFIC STOP	2	1		1			
	TRANSPORT	2	1		1			
DISOTH	DISTURBANCE/DISORDERLY-OTHER (EXPLAIN)	1	4		1	1		2
		2	86		2	28	41	15
DISUNW	DISORDERLY-UNWANTED PERSON (INSIDE OR OUT)	1	54		13	18	10	13
		2	142287		22186	48491	48549	23061
DISUNWRPT	DISORDERLY-UNWANTED PERSON (INSIDE OR OUT) > 30 MINS AGO	1	1		1			
		2	4		4			
DISVER	DISORDERLY-VERBAL ONLY	1	40		7	20	11	2
		2	46107		8815	15895	15233	6164
DISVERRPT	DISORDERLY-VERBAL ONLY > 30 MINS AGO	2	2		2			
DOBI	DOGBITE	2	51	42	9			
	SUICIDE ATTEMPTED	2	1		1			
DOMV	DOMESTIC VIOLENCE	1	95	62	33			
		2	22	14	8			
DPRP	DAMAGE TO PROPERTY	0	1		1			
		1	2703	1688	1015			
		2	75	57	18			
DRGL	DRUG COMPLAINT W/LOOKOUT	1	1	1				
		2	61	44	17			
DRGN	DRUG COMPLAINT W/O LOOKOUT	2	18	14	4			
DRIVEOTH	DRIVING COMPLAINT-OTHER (EXPLAIN)	1	1				1	
		2	22		5	9	5	3
DRIVERAGE	AGGRESSIVE DRIVER/ROAD RAGE	1	4			1	3	
		2	4967		1061	2045	1405	456
DRIVERECK	RECKLESS DRIVER	1	3		3			
		2	7991		1107	2788	2917	1179
DRUGBUY	SELLING/BUYING DRUGS	1	1				1	
		2	34		7	12	14	1
DRUGFND	FOUND DRUGS OR PARAPHERNALIA	2	11		4	2	5	
DRUGOTH	DRUGS-OTHER (EXPLAIN)	2	4				3	1
DRUGUSE	DRUG USE	1	2		2			
		2	53		12	16	18	7
DUI	SUSPECTED DUI	1	7		1	4		2
		2	3475		617	1397	1053	408
DVAS	ASSAULT / SIMPLE	1	1		1			
	DOMESTIC VIOLENCE ASSAULT	1	13350	8678	4672			
		2	32	30	2			
FADI	AGGRAVATED ASSAULT	2	1		1			
	ASSAULT / SIMPLE	2	2	1	1			
	CIVIL PROTECTION ORDER	2	1		1			
	DISORDERLY	2	1		1			
	DOMESTIC VIOLENCE ASSAULT	2	4	1	3			
	DOMESTIC VIOLENCE/FAMILY FIGHT	2	1		1			
	DRUG USE	2	1		1			
	FAMILY DISTURBANCE	1	86	56	30			
		2	40466	25940	14526			
	MISCELLANEOUS REPORT	2	1	1				
	SEE COMPLAINANT	2	1	1				
FIREWORKS	FIREWORKS	2	7		2	5		
FNPR	FOUND PROPERTY	1	7	1	6			
		2	73	53	20			
FOCH	FOUND CHILD	1	1	1				
		2	24	17	7			

FOLLOWUP	FOLLOW UP FOR STOLEN/MISSING REPORTS	1	12		3	6	2	1
		2	95		14	37	31	13
FORGE	FORGED CHECK/UTTERING	1	1			1		
		2	268		55	99	86	28
FORGERPT	FORGED CHECK/UTTERING > 30 MINS AGO	2	2			1	1	
FRAD	FRAUD	1	2	2				
		2	1076	659	417			
FRAUDOTH	FRAUD/FORGERY-OTHER (EXPLAIN)	0	2				2	
		1	2		1			1
		2	11		6	3	1	1
FUGI	FUGITIVE	2	410	236	174			
GSHT	MISCELLANEOUS	2	1		1			
	SOUNDS OF GUNSHOTS	1	10	7	3			
		2	17181	11284	5897			
HARASOTH	HARASSMENT-ALL OTHER MEANS	2	17		4	11		2
HARASPER	HARASSMENT-IN PERSON (STALKING)	1	18		5	10	3	
		2	3158		578	1185	1004	391
HARASPERRPT	HARASSMENT-IN PERSON (STALKING) > 30 MINS AGO	1	1			1		
		2	1			1		
HAZWATER	HAZMAT ON WATER WAY	1	4			2	1	1
HOSP	HOSPITAL SECURITY DETAIL	2	1	1				
HUAL	HOLD UP ALARM	1	3	3				
		2	3517	2211	1306			
IDENTITY	IDENTITY THEFT	0	1					1
		1	1					1
		2	849		165	325	261	98
IMPD	INJURY / MPD	1	1	1				
INAC	INDUSTRIAL ACCIDENT	2	31	23	8			
INCI	INJURY / CITIZEN	1	1	1				
		2	27	12	15			
INFO	INFORMATION	1	10	8	2			
		2	35	23	12			
INXP	INDECENT EXPOSURE	1	1	1				
		2	2789	1934	855			
IRSA	INTERSTATE RECOVERED STOLEN AUTO	2	5	5				
ITT	INVESTIGATE THE TROUBLE	1	473	193	115	79	67	19
		2	81488	24619	19893	15426	14849	6701
JUCO	JUVENILE COMPLAINT	2	72	64	8			
JUMPER	JUMPER	1	272		32	100	109	31
KIDFAM	KIDNAP/ABDUCT-PARENTAL(CUSTODIAL OR NON) FAMILY MEMBER	1	322		36	112	121	53
		2	7		1	1	3	2
KIDKNW	KIDNAP/ABDUCT-KNOWN SUSPECT/OTHER THAN FAMILY	1	89		9	36	26	18
KIDN	KIDNAPPING	1	95	55	40			
		2	79	49	30			
KIDOTH	KIDNAP/ABDUCT-OTHER (EXPLAIN)	1	1				1	
		2	74		6	28	28	12
KIDUNK	KIDNAP/ABDUCT-STRANGER OR RELATIONSHIP UNKNOWN	1	174		32	58	62	22
KIDUNKRPT	KIDNAP/ABDUCT-STRANGER OR RELATIONSHIP UNKNOWN > 30 MINS AGO	1	1					1
LEWD	LEWD/INDECENT EXPOSURE	1	6		3			
		2	8348		1577	3203	2781	787
LOAL	LOCAL ALARM	1	4	3	1			
		2	2648	1635	1013			
LOPR	LOST PROPERTY	2	11	9	2			
LOPRMPD	LOST MPD PROPERTY	2	85	47	38			
LOTA	LOST TAGS	2	1		1			
MADO	MAN DOWN	1	9	9				
		2	17157	12069	5088			
MAWI	MAN WITH	1	3382	2322	1060			
		2	6	4	2			
MEET	MEET OTHER AGENCY OR OFFICIAL	1	1			1		
		2	659		180	207	192	80
MENTAL	MENTAL HEALTH CONSUMER	0	7			7		
		1	98		17	39	27	15
		2	71174		11172	25889	24030	10083
MISADLT	MISSING PERSON-ADULT (OVER 21 YOA)	1	6			6		
		2	6		1	3	1	1
MISC	ASSIST W/PROPERTY RETRIVAL	2	1		1			
	BURGLARY TWO	2	1		1			
	DAMAGE TO PROPERTY > 30 MINS AGO	2	1			1		
	FAMILY DISTURBANCE	2	1		1			
	FIGHT/SIMPLE ASSAULT > 30 MINS AGO	2	1		1			
	INVESTIGATE THE TROUBLE	2	1		1			
	MAN DOWN	2	1	1				
	MISCELLANEOUS	1	78		11	19	33	15
		2	135673		17875	52724	46019	19055
	MISCELLANEOUS REPORT	1	2		1		1	
		2	8590	4735	3855			
	THREAT-IN PERSON > 30 MINS AGO	2	1		1			
MISCRT	MISSING CRITICAL DUE TO AGE(UNDER 15/65+)/MENTAL/MEDICAL CONDITIONS	1	10			6	2	2

		2	11558		1990	4463	3825	1280
MISCRPT	MISCELLANEOUS REPORT	2	1			1		
MISOTH	MISSING PERSON-OTHER (EXPLAIN)	0	1					1
		1	7		1			6
		2	12		1	3	6	2
MISSING	MISSING PERSON BTWN 16-21 YOA (SUZANNE'S LAW)	2	14		7	5	1	1
MP	MISSING PERSON	0	1				1	
		1	9	6	3			
		2	5929	3895	2034			
MVAINJURIES	ACCIDENT - INJURIES	2	2			1	1	
MVAPED	ACCIDENT - INVOLVING PEDESTRIAN / MOTORCYCLE / BICYCLE / TRAIN	2	2		1			1
MVAUNKNOWN	ACCIDENT UNKNOWN INJURIES - CALLER PASSERBY	2	5		1	2	2	
NOISE	NOISE/LOUD MUSIC	2	9		6	2		1
NOTI	NOTIFY	1	8	8				
		2	86	63	23			
NOTIFY	NOTIFICATION/MESSAGE DELIVERY	1	22		1	12	2	7
		2	63		14	34	11	4
OPDO	BUSINESS / ALARM	2	1	1				
	OPEN DOOR	1	3	3				
		2	2464	1565	899			
	UNLAWFUL ENTRY	2	1		1			
OPENDOOR	OPEN DOOR	1	3			1	2	
		2	2082		260	778	743	301
OTHR	OTHER	1	60	37	23			
		2	338	221	117			
PARKING	PARKING COMPLAINTS	1	3			3		
		2	73		16	25	22	10
PD	REQUESTED BY FEMS	0	6			4	2	
		1	8053	3246	4007	380	295	125
		2	17942	736	973	5232	7262	3739
PEEP	PEEPING TOM	2	73	53	20			
PERDOWN	PERSON DOWN	0	2			1	1	
		1	11365		10356	1005	3	1
		2	39791		3	22479	15121	2188
PERSON	CRIME/INCIDENT/AGAINST PERSON FROM ALL CALLERS	1	665		491	127	38	9
		2	10		7	3		
PERWITH	PERSON WITH WEAPON	0	1				1	
		1	9452		1368	3207	3340	1537
		2	7		2	2	3	
PERWITHRPT	PERSON WITH WEAPON > 30 MINS AGO	1	1				1	
PROPDAM	DAMAGE TO PROPERTY	0	1					1
		1	58		9	21	21	7
		2	9270		2075	4043	2469	683
	HIT & RUN-MPD > 30 MINS AGO	2	1			1		
	REQUESTED BY FEMS	1	1		1			
	VANDALISM-CRIMINAL MISCHIEF-DESTRUCTION OF PROPERTY	2	1			1		
PROPDAMRPT	DAMAGE TO PROPERTY > 30 MINS AGO	0	1				1	
		2	12		4	8		
PROPDAMTRU	DAMAGE TO PROPERTY	0	1				1	
PROPDES	VANDALISM-CRIMINAL MISCHIEF-DESTRUCTION OF PROPERTY	0	4					4
		1	2585		2322	232	18	13
		2	12095		81	4999	5173	1842
PROPDES RPT	VANDALISM-CRIMINAL MISCHIEF-DESTRUCTION OF PROPERTY > 30 MINS AGO	1	1					1
		2	28		10	13	3	2
PROPERTY	CRIME/INCIDENT/AGAINST PROPERTY FROM ALL CALLERS	2	623		495	75	40	13
PROPFIND	FOUND PROPERTY (EXCEPT WEAPONS & DRUGS)	1	4			1	1	2
		2	25		6	8	6	5
PROPLOSTRPT	LOST PROPERTY > 30 MINS AGO	2	4		1	1	2	
PROPOTH	PROPERTY-OTHER (EXPLAIN)	0	4				3	1
		1	11			2	3	6
		2	10		4	1	2	3
PROW	PROWLER	2	2	1	1			
PVIOL	PLACEMENT VIOLATION	2	1			1		
RBFR	ROBBERY / FEAR	1	291	183	108			
		2	3	3				
RBHU	ROBBERY / HOLDUP	1	292	193	99			
		2	1		1			
RBST	ROBBERY / STEALTH	1	4	2	2			
		2	3	2	1			
REPORT	REPORT FROM ALL CALLERS CARD	0	1				1	
RESWATER	RESCUE-WATER	1	222		38	86	85	13
RHJG	ROBBERY / HOLD UP GUN	1	1458	933	525			
		2	13	6	7			
RHUK	ROBBERY / HOLD UP KNIFE	1	253	169	84			
		2	4	4				
ROBARM	ROBBERY-ARMED	1	3558		571	1211	1157	619
		2	19		5	6	4	4
ROBARMRPT	ROBBERY-ARMED > 30 MINS AGO	2	2				1	1
ROBF	ROBBERY / FORCE & VIOLENCE	1	1567	1078	489			

		2	9	5	4				
ROBFOR	ROBBERY-FORCE/PURSE SNATCHING	1	3783		570	1527	1250	436	
		2	18			5	12	1	
ROBFORRPT	ROBBERY-FORCE/PURSE SNATCHING > 30 MINS AGO	1	1		1				
		2	2			1		1	
ROBOTH	ROBBERY-OTHER (EXPLAIN)	1	797		131	319	252	95	
		2	9		2		7		
ROBOTHRPT	ROBBERY-OTHER (EXPLAIN) > 30 MINS AGO	2	1			1			
ROBP	ROBBERY / PICKPOCKET	1	1	1					
		2	54	32	22				
ROBPICK	PICK POCKET	1	246		35	95	96	20	
		2	3		2	1			
ROBPICKRPT	PICK POCKET > 30 MINS AGO	2	1			1			
ROBS	ROBBERY / SNATCH	1	630	441	189				
		2	4	4					
ROBTHR	ROBBERY-THREAT OF WEAPON (NOT SEEN)	1	490		68	169	175	78	
ROPS	ROBBERY / PURSE SNATCH	1	96	63	33				
		2	1	1					
RSAU	RECOVERY OF STOLEN AUTO	1	2		2				
		2	28	18	10				
SBKE	STOLEN BIKE	1	1		1				
		2	369	271	98				
SEEC	SEE COMPLAINANT	1	4	2	2				
		2	218	163	55				
SEECOMP	SEE THE COMPLAINANT	1	4		2	1		1	
		2	158		55	46	45	12	
SEX	SEX OFFENSES	1	1	1					
		2	245	154	91				
SEXA	SEXUAL ASSAULT	1	1095	672	423				
		2	25	19	6				
SHLF	SHOPLIFTING	1	4	2	2				
		2	211	153	58				
SHOPLIFT	SHOPLIFTER	1	3		2	1			
		2	182		44	98	39	1	
SHOT	SHOOTING	1	5373	700	1031	1293	1687	662	
		2	7	2	1	1	2	1	
SHOTINFO	SHOTS FIRED W/INFORMATION	1	22		4	7	9	2	
		2	13644		1026	4005	5478	3135	
SHOTNFI	INVESTIGATE THE TROUBLE	2	1		1				
	SOUNDS OF SHOTS FIRED-NO OTHER INFO	1	4		1		3		
		2	24809		3123	7993	9121	4572	
SHOTNFIRPT	SOUNDS OF SHOTS FIRED-NO OTHER INFO > 30 MINS AGO	1	2			2			
		2	1		1				
SIMO	SICKMO	1	71	49	22				
		2	15898	10381	5517				
SLIP	SOLICITING FOR PROSTITUTION	2	3	1	2				
SOCC	INFO FROM SOCC	2	24	4	20				
SPCK	SUSPICIOUS PACKAGE	1	2262	1591	671				
		2	14	5	9				
SPEC	ASSIST DC GOV INSP	2	2		2				
SPER	SUSPICIOUS PERSON	1	9284	6182	3102				
		2	108	73	35				
SPEV-MPDASSUAT	SPECIAL EVENT- MPD ASSAULT	1	25	24				1	
SPEV-MPDDISTUB	SPECIAL EVENT-MPD DISTURBANCE	1	91	91					
SPEV-MPDSUSP	SPECIAL EVENT-MPD SUSPICIOUS	1	31	31					
		2	1			1			
SPUR	SUBJECT PURSUIT	1	27	2	9	7	4	5	
STABBING	STABBING	1	2595		417	908	872	398	
		2	5			1	1	3	
STAG	STOLEN TAGS	2	3	1	2				
STAS	STATION ASSIGNMENT	2	2	2					
STLK	STALKING	1	6	5	1				
		2	513	342	171				
STOLENVEH	STOLEN VEHICLE	0	1				1		
		1	46		11	6	17	12	
		2	9518		1472	2511	3336	2199	
STOLENVEHRPT	STOLEN VEHICLE > 30 MINS AGO	0	1				1		
		1	4		1			3	
		2	8		4	2	1	1	
STOP	STOP / FRISK	2	1					1	
SUIC	SUICIDE	1	1065	664	401				
SUICATT	SUICIDE ATTEMPTED	1	2031		790	588	455	198	
		2	1		1				
SUICATTRPT	SUICIDE ATTEMPTED > 30 MINS AGO	1	1		1				
		2	7					7	
SUICIP	SUICIDE IN PROGRESS (HANGING ETC)	1	142		11	51	53	27	
SUICOTH	SUICIDE-OTHER (EXPLAIN) (NOT DUAL SLIP)	1	93		13	25	41	14	
		2	12		1	5	4	2	
SUICTHR	SUICIDE THREAT	1	814		717	88	6	3	

		2	3400		2	1394	1432	572
SUICTHRRPT	SUICIDE THREAT > 30 MINS AGO	1	1		1			
		2	5		2		3	
SUSOTH	SUSPICIOUS-OTHER (EXPLAIN)	2	1244		152	386	421	285
SUSPACK	SUSPICIOUS PACKAGE	1	2868		555	1212	735	366
		2	6		2	3	1	
SUSPER	SUSPICIOUS PERSON	1	3276		2955	290	19	12
		2	18853		28	7148	8180	3497
SUSVEH	SUSPICIOUS VEHICLE	1	1148		1057	86	3	2
		2	7943		19	2524	3418	1982
SVEH	SUSPICIOUS VEHICLE	1	2938	1883	1055			
		2	35	28	7			
TATO	TAMPERING WITH AUTO	1	3	1	2			
		2	1442	939	503			
TCMP	TRAFFIC COMPLAINT	1	3	1	2			
		2	194	134	60			
TFAT	THEFT FROM AUTO	1	3	2	1			
		2	3953	2634	1319			
TFMA	THEFT FROM MAIL	1	1	1				
		2	23	14	9			
TFSA	THEFT STOLEN AUTO	1	639	374	265			
		2	1331	857	474			
TFT1	THEFT ONE 1000 PLUS	1	414	264	150			
		2	1474	976	498			
TFT2	THEFT OF PROPERTY > 30 MINS AGO	2	1		1			
	THEFT TWO LESS 1000	1	14	11	3			
		2	15978	10232	5746			
THFTAUTO	THEFT FROM AUTO	1	12		4	5	3	
		2	9396		2516	3591	2566	723
THFTAUTORPT	THEFT FROM AUTO > 30 MINS AGO	2	32		10	19	3	
THFTOTH	THEFT-OTHER (EXPLAIN)	0	6				4	2
		1	26					26
		2	1968		315	1119	391	143
THFTPROP	THEFT OF PROPERTY	0	5				3	2
		1	39		8	16	7	8
		2	32575		6252	12982	10038	3303
THFTPROPRPT	THEFT OF PROPERTY > 30 MINS AGO	1	1					1
		2	41		13	19	7	2
THRT	THREATS	1	558	383	175			
		2	1676	1120	556			
THRTOTH	THREAT-ALL OTHER MEANS	0	3				1	2
		1	22		3	6	3	10
		2	120		22	58	24	16
THRTPER	THREAT-IN PERSON	1	219		61	112	33	13
		2	12986		2086	4783	4286	1831
THRTPERRPT	THREAT-IN PERSON > 30 MINS AGO	0	1				1	
		1	2		1	1		
		2	10		2	5	3	
TRAN	TRANSPORT	1	2	2				
		2	889	576	313			
TRANPRIS	PRISONER TRANSPORT	1	4		2	1	1	
		2	6		2	3	1	
TRANSOTH	TRANSPORT-OTHER (EXPLAIN)	2	7			3	2	2
TRAS	OTHER	2	1		1			
	TRAFFIC STOP	1	3	1	1	1		
		2	141746	31154	33314	40977	26443	9858
TRDN	TREE DOWN	2	2	1	1			
TRPR	TRANSPORT PRISONER	1	1		1			
		2	16	10	6			
TRUANT	TRUANCY	2	1			1		
TRUP	TURN UP	2	104	62	42			
UCSA	UNAUTHORIZED USE OF A CONTROLLED SUBSTAN	1	1	1				
		2	1	1				
ULEN	UNLAWFUL ENTRY	1	9	6	3			
		2	214	127	87			
UNCONNFI	FAINTED/ PERSON DOWN - 3RD PARTY CALLER W/NO FURTHER INFORMATION	2	3			1	2	
	FAINTED/ PERSON DOWN - NO ADDITIONAL INFORMATION FROM CALLER	1	1		1			
UNCONPD	UNCON PERSON/MEDICS ENR-POLICE NEEDED	1	11730		1531	3529	4507	2163
		2	4		1	1	2	
UPSN	UNCONSCIOUS PERSON	0	1		1			
		1	18339	11976	6363			
		2	3	3				
UTT	UTTERING BAD CHECK	2	125	76	49			
VEHP	VEHICULAR PURSUIT	1	47	8	15	8	8	8
VEND	VENDING VIOLATION	2	3	2	1			
WANT2ND	2ND SIGHTING	1	1260		1118	133	3	6
		2	5551		4	2380	2232	935
WANTOTH	WANTED-OTHER (EXPLAIN)	2	1012		155	463	270	124
WANTUNC	WANTED-UNCONFIRMED INFO	1	325		288	36		1

		2	1023		4	558	342	119
WEAPFOU	FOUND WEAPON	1	3		2	1		
		2	15		2	7	5	1
WEAPOTH	WEAPON-OTHER (EXPLAIN)	1	27		5	7	11	4
		2	27		5	7	8	7
WEAPSUR	WEAPON SURRENDER	2	1		1			
WELFARE	CHECK ON THE WELFARE	1	40		13	10	6	11
		2	32261		4838	10727	11235	5461
	PERSON DOWN	1	1		1			
	SUICIDE THREAT	2	1		1			
WIDO	WIRE DOWN	1	269	156	113			
		2	4	1	3			
WODN	WOMAN DOWN	2	1401	951	450			
WOMW	WOMAN WITH	1	304	223	81			

## MPD Non-Emergency Events

Data For October 1, 2016 - March 28, 2021

The underlying system for event types was changed in March 2018. Old event types for MPD were phased out later in 2018.

All CAD events created for MPD including canceled events.

Event Code	Event Description	priority	Grand Total	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021
Grand Total			1058160	308292	267195	228292	185011	69370
2NDS	SECOND SIGHTING	3	1	1				
		5	10	5	5			
911	9-1-1 HANG UP/OPEN LINE	5	5		3			2
1033	OFFICER ASSIST MPD	5	10			5		5
	POLICE OFFICER IN TROUBLE	5	10	7	3			
1033F	OFFICER ASSIST FEMS	5	1			1		
1089	BOMB THREAT	5	5	3	2			
1089EXPLRPT	BOMB EXPLOSION > 30 MINS AGO	3	2					1
1089THRT	BOMB THREAT	5	1					1
1089THTRPT	BOMB THREAT > 30 MINS AGO	3	30		5	16	7	2
ABC	ABC VIOLATION	3	349	192	157			
ABCH	ABANDONED CHILD	3	24	17	7			
ABDT	ABDUCTION	3	6	5	1			
		5	1		1			
ABOR	ABORTION	3	1		1			
ABUSECH	ABUSE/NEGLECT/FOUND CHILD	3	1				1	
		5	1		1			
ABUSECHRPT	ABUSE/NEGLECT/FOUND CHILD > 30 MINS AGO	3	355		36	137	144	38
ABUSEDISRPT	ABUSE/NEGLECT/FOUND DISABLED > 30 MINS AGO	3	21		3	8	5	5
ABUSEELDRPT	ABUSE/NEGLECT/FOUND ELDERLY > 30 MINS AGO	3	44		8	18	17	1
ACCF	ACCIDENT FATALITY	3	32	23	9			
		5	2	2				
ACCGOVT	ACCIDENT-GOVT OR COMMERCIAL VEH INVOLVED	3	21278		3327	9189	6586	2176
		5	2		1		1	
ACCHRINJ	HIT & RUN W/INJURIES	3	2			1		1
ACCHRINJRPT	HIT & RUN W/INJURIES > 30 MINS AGO	3	317		90	133	66	28
ACCHRMPD	HIT & RUN-MPD	3	193		27	117	49	
		5	13		3	6	3	1
ACCHRMPDRPT	HIT & RUN-MPD > 30 MINS AGO	3	5706		1137	2877	1474	218
ACCHRTRU	ACCIDENT HIT & RUN > 30 MINS AGO - TRU	5	1			1		
ACCI	ACCIDENT WITH INJURY	3	1712	1183	529			
		5	73	48	25			
ACCOMP	ACCIDENT PROPERTY DAMAGE-MPD	3	54461		10205	22369	15832	6055
		5	21		4	6	4	7
ACCMULTI	ACCIDENT INJURIES-MULTIPLE VEHS	5	5		3	2		
ACCMULTIRPT	ACCIDENT INJURIES-MULTIPLE VEHS > 30 MINS AGO	3	170		31	69	52	18
ACCOOTH	ACCIDENT OTHER (EXPLAIN)	3	558		115	246	137	60
ACCOTHRPT	ACCIDENT OTHER (EXPLAIN) > 30 MINS AGO	3	85		32	24	21	8
ACCP	ACCIDENT INJURIES-SINGLE VEH	3	1		1			
	ACCIDENT PROPERTY DAMAGE ONLY	3	44818	29743	15075			
		5	17	13	4			
	ACCIDENT WITH INJURY	3	2	2				
	ACCIDENT-GOVT OR COMMERCIAL VEH INVOLVED	3	1		1			
	MISCELLANEOUS	5	1		1			
ACCPED	ACCIDENT INVOLVING PED/BIKE/MC	5	12		6	5	1	
ACCPEDRPT	ACCIDENT INVOLVING PED/BIKE/MC > 30 MINS AGO	3	631		116	276	191	48
ACCRULL	ACCIDENT-ROLLOVER	5	7			3	1	3
ACCRULLRPT	ACCIDENT-ROLLOVER > 30 MINS AGO	3	10		2	5	1	2
ACCSNGL	ACCIDENT INJURIES-SINGLE VEH	5	6		3	2	1	
ACCSNGLRPT	ACCIDENT INJURIES-SINGLE VEH > 30 MINS AGO	3	175		50	71	34	20
ACCTRU	ACCIDENT PROPERTY DAMAGE > 30 MINS AGO - TRU	5	4			2	2	
ACCLNK	ACCIDENT UNK INJURY/CALLER IS PASSERBY	3	1				1	
		5	9		3	3		3
ACCLNKRPT	ACCIDENT UNK INJURY/CALLER IS PASSERBY > 30 MINS AGO	3	63		30	22	9	2
ACDC	ACCIDENT DC GOVERNMENT VEHICLE INVOLVED	3	1821	1161	660			
ACHR	ACCIDENT HIT AND RUN	3	6517	4263	2254			
		5	15	10	5			
ACMP	ACCIDENT MPD INVOLVED	5	24	14	10			
ACPD	ACCIDENT INVOLVING PEDESTRIAN	3	474	299	175			
		5	8	7	1			
ACTX	ACCIDENT W TAXI CAB INVOLVED	3	2624	1854	770			
		5	2	1	1			
ACUS	ACCIDENT US GOVERNMENT VEHICLE INVOLVED	3	409	280	129			
AGAS	AGGRAVATED ASSAULT	3	927	633	294			
		5	1181	765	416			
AGDR	AGGRESSIVE DRIVING	3	1	1				
AINF		3	1052	708	344			
		5	4	4				
ALMBUS	BUSINESS/COMMERCIAL BURGLARY ALARM	5	25		4	11	8	2
		6	2				2	
		7	3			1	2	
ALMHU	ROBBERY/HOLD UP ALARM	5	9		3	1	4	1
ALMOTH	ALARM-OTHER (EXPLAIN)	7	1				1	
ALMPAN	PANIC/DURESS ALARM	5	2		2			
		7	1				1	
ALMRES	RESIDENTIAL BURGLARY ALARM	5	3		3			
ALMVEH	VEHICLE ALARM	5	1		1			
ANATCK	ANIMAL ATTACK IP	5	1			1		
ANBARK	BARKING DOG	3	1				1	
ANBARKRPT	BARKING DOG > 30 MINS AGO	3	17		7	3	7	
ANBITE	ANIMAL BITE	3	3			1	1	1
		5	1			1		

ANBITERPT	ANIMAL BITE > 30 MINS AGO	3	116		34	57	25	
ANBT	ANIMAL BITE	3	120	85	35			
		5	1		1			
ANCT	ANIMAL COMPLAINT	3	2917	1981	936			
		5	3	2	1			
ANLOOSE	LOOSE DOG (OR ANIMAL)	3	1606		292	631	510	173
		5	1		1			
ANOTH	ANIMAL COMPLAINT OTHER (EXPLAIN)	3	6				5	1
APO	ASSAULT / POLICE OFFICER	3	1169	753	416			
		5	19	11	8			
ARSN	ARSON	3	83	54	29			
		5	5	4	1			
ASLTAGG	AGGRAVATED ASSAULT	3	11			7	4	
		5	145		51	49	26	19
ASLTAGGRPT	AGGRAVATED ASSAULT > 30 MINS AGO	3	1311		219	428	454	210
ASLTDV	DOMESTIC VIOLENCE/FAMILY FIGHT	3	25		2	8	9	6
		4	1				1	
		5	87		36	27	13	11
ASLTDVRPT	DOMESTIC VIOLENCE/FAMILY FIGHT > 30 MINS AGO	3	3582		615	1101	1213	653
ASLTFIGHT	FIGHT/SIMPLE ASSAULT	3	55		2	13	27	13
		5	74		37	24	11	2
ASLTFIGHT4	FIGHT INVOLVING MORE THAN 3 SUBJECTS	3	1				1	
		5	16		5	6	3	2
ASLTFIGHT4RPT	FIGHT INVOLVING MORE THAN 3 SUBJECTS > 30 MINS AGO	3	330		55	143	97	35
ASLTFIGHTRPT	FIGHT/SIMPLE ASSAULT > 30 MINS AGO	3	3398		747	1815	836	
ASLTOH	ASSAULT / FIGHT-OTHER (EXPLAIN)	3	10			2	5	3
		5	2					2
ASLTOHRPT	ASSAULT / FIGHT-OTHER (EXPLAIN) > 30 MINS AGO	3	677		83	272	233	89
ASLTSINJ	AGGRAVATED ASSAULT W/SERIOUS INJURIES	3	3				2	1
		5	92		31	32	23	6
ASLTSINJRPT	AGGRAVATED ASSAULT W/SERIOUS INJURIES > 30 MINS AGO	3	347		42	104	145	56
ASLTSX	SEXUAL ASSAULT	3	8		3	1	3	1
		5	37		23	6	6	2
ASLTSXRPT	SEXUAL ASSAULT > 30 MINS AGO	3	2048		301	816	665	266
ASSP	AGGRAVATED ASSAULT	3	3	1	2			
	ASSAULT / SIMPLE	3	4925	3212	1713			
		5	217	129	88			
	DOMESTIC VIOLENCE ASSAULT	3	1		1			
	DOMESTIC VIOLENCE/FAMILY FIGHT	3	1		1			
ASSS	ASSIST	3	31596	18893	12703			
		4	1	1				
		5	1		1			
ASSTBN	ASSIST W/BARRING NOTICES	5	2		2			
ASSTCP	ASSIST W/COURT PAPERS	3	1			1		
ASSTGOVEMR	ASSIT OTHER GOVT AGENCY-EMERGENCY	3	6		3	2	1	
		5	4		3		1	
		6	1				1	
ASSTGOVNON	ASSIT OTHER GOVT AGENCY (NON-EMERGENCY)	5	10		9	1		
ASSTLEEMR	ASSIST OTHER LE AGENCY EMERGENCY	3	10		1	7	2	
		5	15		8	4	2	1
ASSTLENON	ASSIST OTHER LE AGENCY (NON-EMERGENCY)	5	3		2			1
ASSTMOTO	ASSIST MOTORIST	3	18860		2992	7989	5602	2277
		5	7		3	3	1	
ASSTOTH	ASSIST-OTHER (EXPLAIN)	3	17		1	8	8	
		5	37		14	11	8	4
ASSTPR	ASSIST W/PROPERTY RETRIVAL	3	6		1	3	2	
		5	3		1	1	1	
ATLO	ATTEMPT TO LOCATE	3	1869	1048	821			
		5	12	7	5			
	THEFT STOLEN AUTO	3	2		2			
AWIK	ASSAULT WITH INTENT TO KILL	3	139	85	54			
		5	1		1			
BADCHK	BAD CHECK	3	1				1	
BADCHKRPT	BAD CHECK > 30 MINS AGO	3	197		24	61	72	40
BALM	BUSINESS / ALARM	5	16	9	7			
BBRY	BRIBERY	3	2	1	1			
BENCHWRT	BENCH WARRANT	3	2			1		1
		5	2		2			
BEVD	B & E VENDING MACHINE	3	10	8	2			
BOLO	BOLO	3	3681		378	1007	1448	848
		5	7		1	3	2	1
BRA	BAIL REFORM ACT	3	14	7	7			
	SICKCASE	3	1		1			
BUA1	BURGLARY ONE	3	463	307	156			
		5	216	148	68			
BUA2	BURGLARY ONE	3	1		1			
	BURGLARY TWO	3	2646	1847	799			
		5	263	173	90			
BUAL	BURGLAR ALARM	5	18	11	7			
BURGBUS	BURGLARY OF A BUSINESS/COMMERCIAL BLDG	3	20		3	2	10	5
		5	16		2	5	7	2
BURGBUSRPT	BURGLARY OF A BUSINESS/COMMERCIAL BLDG > 30 MINS AGO	3	1532		200	382	661	289
BURGGOVTRPT	BURGLARY OF A GOVT BLDG > 30 MINS AGO	3	33		9	9	13	2
BURGMACHRPT	BURGLARY OF A MACHINE > 30 MINS AGO	3	15			4	8	3
BURGOCC	BURGLARY OF AN OCCUPIED RESIDENCE	3	7		1	3	3	
		5	53		23	20	8	2
BURGOCCRPT	BURGLARY OF AN OCCUPIED RESIDENCE > 30 MINS AGO	3	1253		255	441	364	193
		5	2		1		1	

BURGOOTH	BURGLARY-OTHER (EXPLAIN)	3	7	1	3		3
		5	2	1	1		3
BURGOTHRPT	BURGLARY-OTHER (EXPLAIN) > 30 MINS AGO	3	220	30	80	76	34
BURGRES	BURGLARY OF A RESIDENCE - UNOCCUPIED	3	20	3	9	5	3
		5	28	11	12	3	2
BURGRESRPT	BURGLARY OF A RESIDENCE - UNOCCUPIED > 30 MINS AGO	3	3971	750	1459	1260	502
		5	2	1	1		
BWRT	BENCH WARRANT	3	1909	1206	703		
		5	14	9	5		
	FUGITIVE FROM JUSTICE	3	1		1		
	MISCELLANEOUS	3	1		1		
	OTHER	3	2		2		
	STOP / FRISK	3	1		1		
	TRAFFIC STOP	3	1		1		
	TRANSPORT PRISONER	3	1		1		
CARJACKF	CARJACKING-FORCE	5	23	7	5	8	3
CARJACKFRPT	CARJACKING-FORCE > 30 MINS AGO	3	59	9	5	28	17
CARJACKW	CARJACKING-WEAPON INVOLVED	3	2		1		1
		4	1			1	
		5	66	22	12	13	19
		7	1				1
CARJACKWRPT	CARJACKING-WEAPON INVOLVED > 30 MINS AGO	3	121	8	27	53	33
CCHD	CRUELTY TO CHILD	3	150	106	44		
		5	8	7	1		
CDWP	CARRY DEADLY WEAPON	3	55	34	21		
		5	8	6	2		
CITYOTH	OTHER CITY ORDINANCE VIOLATIONS (EXPLAIN)	3	3564	503	1389	1194	478
		5	189	42	95	49	3
CITYWIDE	MPD SPECIAL REQUEST FOR CITYWIDE CHANNEL	3	25908	1452	9581	9953	4922
		5	2		2		
CJAR	CAR JACKING / ARMED	3	64	35	29		
		5	87	49	38		
CJUA	CAR JACKING / UNARMED	3	26	17	9		
		5	20	12	8		
CKWF	CHECK ON THE WELFARE	5	1	1			
CMON	COUNTERFEIT MONEY	3	2	2			
CONSTR	CONSTRUCTION BEFORE OR AFTER HRS	3	2392		249	934	839
COUNTERRPT	COUNTERFEIT MONEY > 30 MINS AGO	3	108		20	39	35
COURTESY	COURTESY TRANSPORT (OFFICER INITIATED ONLY)	3	182		43	75	50
CPCO	CIVIL PROTECTION ORDER	3	518	340	178		
CPOVIOL	CPO VIOLATION	5	1		1		
CPOVIOLRPT	CPO VIOLATION > 30 MINS AGO	3	573		65	158	217
CPWL	CARRYING A PISTOL WITHOUT LICENSE	3	1923	1159	764		
		5	2	2			
	PERSON WITH WEAPON	3	1		1		
	SICKCASE	3	1	1			
	TRAFFIC STOP	3	1		1		
CRA1	CRANE	3	4472	2529	1943		
		5	2	2			
CREDIT	CREDIT CARD	3	6		2		3
CREDITRPT	CREDIT CARD > 30 MINS AGO	3	1366		270	685	411
CSEC	COUNTERFEIT SECURITY	3	1		1		
CSTC	CONSPIRE TO CRIME	3	1	1			
CTTD	CONTRIBUTE TO DELIQUENCY	3	1	1			
CURFEWRPT	CURFEW > 30 MINS AGO	3	24			9	15
CUSTODY	CUSTODIAL ISSUE/COMPLAINT	3	1				1
CUSTODYRPT	CUSTODIAL ISSUE/COMPLAINT > 30 MINS AGO	3	363		30	140	117
DAUT	DISABLED AUTO	3	9610	6097	3513		
		5	9	6	3		
	TRAFFIC COMPLAINT	3	1		1		
DEPR	ASSIST	3	1		1		
	DESTRUCTION OF PROPERTY	3	11806	7962	3844		
		5	167	125	42		
	DOMESTIC VIOLENCE ASSAULT	3	1		1		
	THEFT FROM AUTO	3	1		1		
DETH	DEATH REPORT	3	1911	1228	683		
		5	97	68	29		
	UNCONSCIOUS PERSON	5	1		1		
DISGRP	DISTURBANCE-GROUP (MORE THAN 3)	3	15		13	2	
		5	7			2	5
DISGRPRPT	DISTURBANCE-GROUP (MORE THAN 3) > 30 MINS AGO	3	584		149	203	177
DISO	DISORDERLY	3	6	4	2		
		5	35	22	13		
		7	1	1			
DISOTH	DISTURBANCE/DISORDERLY-OTHER (EXPLAIN)	3	10445		640	4124	4117
		5	2			1	1
DISTOTH	DISTURBANCE/DISORDERLY-OTHER (EXPLAIN)	3	150		150		
DISUNW	DISORDERLY-UNWANTED PERSON (INSIDE OR OUT)	3	2			1	1
		5	6		3	1	2
DISUNWRPT	DISORDERLY-UNWANTED PERSON (INSIDE OR OUT) > 30 MINS AGO	3	924		306	260	220
DISVER	DISORDERLY-VERBAL ONLY	3	3		1	1	1
		5	6		3	1	2
		8	1			1	
DISVERRPT	DISORDERLY-VERBAL ONLY > 30 MINS AGO	3	670		170	209	207
DOBI	DOG BITE	3	29	18	11		
		5	1		1		
DOMV	DOMESTIC VIOLENCE	3	40	31	9		
DPRP	ACCIDENT HIT AND RUN	3	2		2		

	DAMAGE TO PROPERTY	3	10536	6918	3618			
		5	19	13	6			
	DESTRUCTION OF PROPERTY	3	6	1	5			
	VANDALISM-CRIMINAL MISCHIEF-DESTRUCTION OF PROPERTY > 30 MINS AGO	3	2		2			
DRGL	DRUG COMPLAINT W/LOOKOUT	3	10210	7053	3157			
		5	5	1	4			
DRGN	DRUG COMPLAINT W/O LOOKOUT	3	3684	2574	1110			
DRIVEOTH	DRIVING COMPLAINT-OTHER (EXPLAIN)	3	1660		309	649	448	254
DRIVERAGE	AGGRESSIVE DRIVER/ROAD RAGE	3	1			1		
DRIVERECK	RECKLESS DRIVER	5	3			2	1	
DRUGBUY	SELLING/BUYING DRUGS	3	13451		2072	5370	4263	1746
		5	7		2	2	1	2
	STOP / FRISK	3	1		1			
	TRAFFIC STOP	3	1		1			
DRUGFND	FOUND DRUGS OR PARAPHERNALIA	3	703		115	302	201	85
		5	6		1	3	1	1
DRUGOTH	DRUGS-OTHER (EXPLAIN)	3	1729		133	675	703	218
		5	2			1	1	
	MISCELLANEOUS	3	1		1			
DRUGUSE	DRUG USE	3	10889		2195	4372	3198	1124
		5	1				1	
	DRUGS-OTHER (EXPLAIN)	3	1		1			
	INVESTIGATE THE TROUBLE	3	1		1			
	MISCELLANEOUS	3	1		1			
DUI	DRIVING UNDER THE INFLUENCE	3	2400	1438	962			
		5	6	3	3			
	OTHER	3	1		1			
	TRAFFIC STOP	3	1		1			
DVAS	AGGRAVATED ASSAULT	3	1		1			
	DOMESTIC VIOLENCE ASSAULT	3	1532	978	554			
		5	96	65	31			
DVIN	DOMESTIC VIOLENCE INCIDENT	3	96	51	45			
		5	1	1				
DWI	DRIVING WHILE INTOXICATED	3	41	21	20			
EXTO	EXTORTION	3	14	8	6			
FADI	DISORDERLY-UNWANTED PERSON (INSIDE OR OUT)	5	1		1			
	FAMILY DISTURBANCE	3	4	2	2			
		5	31	21	10			
FARP	FALSE PRETENSES	3	2	1	1			
FFJU	BENCH WARRANT	3	1		1			
	FUGITIVE FROM JUSTICE	3	2445	1490	955			
		5	2		2			
	TRAFFIC STOP	3	1		1			
FIREWORKS	FIREWORKS	3	9732		1709	2111	5791	121
FIRW	FIREWORKS	3	45	38	7			
FNPR	DISORDERLY	3	1	1				
	FOUND PROPERTY	3	11034	7075	3959			
		5	227	148	79			
	REQUESTED BY FEMS	3	1	1				
	SUSPICIOUS PACKAGE	3	1		1			
	THEFT OF PROPERTY	3	1		1			
	TRAFFIC STOP	3	1		1			
FOCH	FOUND CHILD	3	214	137	77			
FOLLOWTRU	FOLLOW UP FOR REPORT TAKEN BY TRU	5	5			2	1	2
FOLLOWUP	FOLLOW UP FOR STOLEN/MISSING REPORTS	3	18161		2345	6208	6687	2921
		5	98		21	37	27	13
FORG	FORGERY	3	20	15	5			
FORGE	FORGED CHECK/UTTERING	3	1					1
FORGERPT	FORGED CHECK/UTTERING > 30 MINS AGO	3	806		78	271	311	146
FRAD	FORGED CHECK/UTTERING	3	1		1			
	FRAUD	3	3830	2481	1349			
		5	2		2			
FRAUDOTH	FRAUD/FORGERY-OTHER (EXPLAIN)	3	2484		545	1428	511	
GAMB	DISORDERLY-UNWANTED PERSON (INSIDE OR OUT)	3	1		1			
	GAMBLING	3	39	29	10			
GSHT	SOUNDS OF GUNSHOTS	5	379	253	126			
HARASOTH	HARASSMENT-ALL OTHER MEANS	3	1795		270	663	611	251
		9	1				1	
HARASPER	HARASSMENT-IN PERSON (STALKING)	3	5			3	2	
HARASPERRPT	HARASSMENT-IN PERSON (STALKING) > 30 MINS AGO	3	1675		187	504	662	322
HOMI	HOMICIDE	3	160	109	51			
		5	15	8	7			
HOSP	HOSPITAL SECURITY DETAIL	9	11029	6351	4678			
HUAL	HOLD UP ALARM	5	10	4	6			
IDENTITY	IDENTITY THEFT	3	6			2	1	3
IDENTITYRPT	IDENTITY THEFT > 30 MINS AGO	3	965		186	500	279	
IMAU	IMPOUNDED AUTO	3	38	23	15			
IMPD	INJURY / MPD	3	739	466	273			
		5	2	2				
INAC	INDUSTRIAL ACCIDENT	3	16	10	6			
		5	2	2				
INCI	INJURY / CITIZEN	3	2660	1738	922			
	MAN DOWN	3	1		1			
INCIJD	INJURY / CITIZEN - JOHN/JANE DOE	3	5	2	3			
	PERSON DOWN	3	1		1			
INFO	INFORMATION	3	11	10	1			
		4	1060	603	457			
		5	1		1			

INSP	INJURY / PUBLIC SPACE	3	14	11	3				
INXP	INDECENT EXPOSURE	3	133	91	42				
		5	4	3	1				
IPO	IMPERSONATING POLICE OFFICER	3	2	2					
IRSA	INTERSTATE RECOVERED STOLEN AUTO	3	1968	1263	705				
		5	33	17	16				
	STOLEN VEHICLE > 30 MINS AGO	3	1		1				
ITFT		3	1		1				
	FRAUD	3	1	1					
	IDENTITY THEFT	3	1397	991	406				
ITT	INVESTIGATE THE TROUBLE	3	2			1	1		
		5	113	36	36	22	11		8
JOST	JOSTLING	3	1	1					
JUCO	JUVENILE COMPLAINT	3	1907	1343	564				
JUMPER	JUMPER	5	3		1	1	1		
JUMPRPT	JUMPER > 30 MINS AGO	3	1					1	
KIDFAM	KIDNAP/ABDUCT-PARENTAL(CUSTODIAL OR NON) FAMILY MEMBER	3	1					1	
KIDFAMRPT	KIDNAP/ABDUCT-PARENTAL (CUST OR NON-CUST)-FAMILY MEMBER > 30 MINS AGO	3	131		26	45	40	20	
KIDKNWRPT	KIDNAP/ABDUCT-KNOWN SUSPECT/OTHER THAN FAMILY > 30 MINS AGO	3	30		4	16	8	2	
KIDN	KIDNAPPING	5	12	7	5				
KIDOTH	KIDNAP/ABDUCT-OTHER (EXPLAIN)	5	1		1				
KIDOTHTRPT	KIDNAP/ABDUCT-OTHER (EXPLAIN) > 30 MINS AGO	3	18		4	7	7		
KIDUNK	KIDNAP/ABDUCT-STRANGER OR RELATIONSHIP UNKNOWN	5	2			1	1		
KIDUNKRPT	KIDNAP/ABDUCT-STRANGER OR RELATIONSHIP UNKNOWN > 30 MINS AGO	3	44		8	16	17	3	
LEWD	LEWD/INDECENT EXPOSURE	3	1				1		
		5	1				1		
LEWDRPT	LEWD/INDECENT EXPOSURE > 30 MINS AGO	3	272		44	102	98	28	
LICN	LICENSE VIOLATIONS	3	8		8				
LOAU	LOST AUTO	3	3	2	1				
LOPR	BURGLARY OF A RESIDENCE - UNOCCUPIED > 30 MINS AGO	3	1		1				
	FAMILY DISTURBANCE	3	1		1				
	LOST PROPERTY	3	12696	7824	4872				
		5	2	2					
		9	1		1				
	MISCELLANEOUS REPORT	3	1		1				
	THEFT TWO LESS 1000	3	1		1				
LOTA	LOST TAGS	3	1145	714	431				
MAWI	MAN WITH	3	2	2					
		5	133	92	41				
MAYH	MAYHEM	3	1	1					
MEET	MEET OTHER AGENCY OR OFFICIAL	3	4			4			
		5	1			1			
MENTAL	MENTAL HEALTH CONSUMER	3	2			1	1		
		5	6			5	1		
MISADLT	MISSING PERSON-ADULT (OVER 21 YOA)	3	2893		597	1076	882	338	
MISC	AGGRAVATED ASSAULT	3	1		1				
	DAMAGE TO PROPERTY > 30 MINS AGO	5	1		1				
	HARASSMENT-IN PERSON (STALKING)	3	1		1				
	MISCELLANEOUS	3	29		6	13	5	5	
		4	1				1		
		5	2		1		1		
		6	1				1		
		7	2		1	1			
		8	1		1				
		9	2			1	1		
	MISCELLANEOUS REPORT	3	1618	1019	599				
		4	1			1			
		5	446	4	117	140	127	58	
	SEE COMPLAINANT	3	2	1	1				
MISCRT	MISSING CRITICAL DUE TO AGE(UNDER 15/65+)/MENTAL/MEDICAL CONDITIONS	3	1		1				
		5	15		4	6	4	1	
MISCRPT	MISCELLANEOUS REPORT	3	2009		618	1142	249		
MISOTH	MISSING PERSON-OTHER (EXPLAIN)	3	591		151	258	127	55	
		5	2			2			
MISSING	MISSING PERSON BTWN 16-21 YOA (SUZANNE'S LAW)	3	2827		603	1067	846	311	
		5	3		1		2		
MP	MISSING PERSON	3	5761	3633	1985	70	52	21	
		5	12	10	2				
MRUN	MISSED RUN	3	56	47	9				
NDCP		3	1	1					
	ACCIDENT PROPERTY DAMAGE ONLY	3	1		1				
	NO DC PERMIT	3	4407	2635	1772				
		5	12	7	5				
	OTHER	3	1		1				
	TRAFFIC STOP	3	15	4	11				
	TRANSPORT PRISONER	3	2	1	1				
NOISE	NOISE/LOUD MUSIC	3	47464		6756	15071	17708	7929	
		5	3			2	1		
		6	1				1		
NOTI	NOTIFY	3	2244	1471	773				
		7	1	1					
NOTIFY	NOTIFICATION/MESSAGE DELIVERY	3	4333		693	1779	1294	567	
		5	6		3	3			
OBSC	OBSCENITY, ALL VIOLATIONS	3	4	2	2				
OFFD	OFF DUTY OFFICERS WORKING AFTER HOURS	9	2519	1545	974				
OPAR	OPERATING AFTER REVOCATION	3	426	249	177				
	TRAFFIC STOP	3	1		1				
OPAS	OPERATING AFTER SUSPENSION	3	1473	805	668				

		5	1	1				
	TRAFFIC STOP	3	8	7	1			
OPCA	OBSCENE PHONE CALL	3	1	1				
OPDO	OPEN DOOR	5	10	7	3			
OPENDOOR	OPEN DOOR	5	4			1	3	
OPENDOORRPT	OPEN DOOR > 30 MINS AGO	3	212		35	62	89	26
OTHR		3	1	1				
	ASSIST	3	1		1			
	CPO VIOLATION	3	1		1			
	DISORDERLY	3	1	1				
	INVESTIGATE THE TROUBLE	3	1	1				
	OTHER	3	59153	33632	25521			
		5	1403	809	594			
		6	1		1			
		7	1	1				
	TRAFFIC STOP	3	1		1			
	TRANSPORT PRISONER	3	1		1			
PARKING	PARKING COMPLAINTS	3	67074		9403	25941	21068	10662
		4	1				1	
		5	16		8	3	4	1
		7	1				1	
PD	REQUESTED BY FEMS	3	260	72	57	67	46	18
		5	1		1			
PERDOWN	PERSON DOWN	5	58		24	24	8	2
PERWITH	PERSON WITH WEAPON	3	4			1	3	
		5	110		38	36	25	11
PERWITHRPT	PERSON WITH WEAPON > 30 MINS AGO	3	139		16	48	58	17
POCA	POSS OPEN CONTAINER ALCOHOL	3	2481	1750	731			
PPW	POSSESSION PROHIBITED WEAPON	3	119	70	49			
		5	2		2			
PROPDAM	DAMAGE TO PROPERTY	3	79		15	42	22	
		5	5		4			1
PROPDAMRPT	DAMAGE TO PROPERTY > 30 MINS AGO	3	9426		1927	4317	2739	443
PROPDES	VANDALISM-CRIMINAL MISCHIEF-DESTRUCTION OF PROPERTY	3	144		27	70	41	6
		5	21		6	8	4	3
PROPDES RPT	VANDALISM-CRIMINAL MISCHIEF-DESTRUCTION OF PROPERTY > 30 MINS AGO	3	12112		2276	5380	3695	761
PROPERTY	CRIME/INCIDENT/AGAINST PROPERTY FROM ALL CALLERS	3	7			2	3	2
PROPFIND	FOUND PROPERTY (EXCEPT WEAPONS & DRUGS)	3	12267		1828	4835	4064	1540
		5	31		16	5	8	2
PROPLOSTRPT	LOST PROPERTY > 30 MINS AGO	3	10482		1332	5248	3159	743
	THEFT OF PROPERTY > 30 MINS AGO	3	2		1	1		
PROPTH	PROPERTY-OTHER (EXPLAIN)	3	427		118	146	118	45
		5	4			2	2	
PVIOL	PLACEMENT_VIOLATION	3	193	52	35	61	42	3
RBFR	ROBBERY / FEAR	3	213	139	74			
		5	39	21	18			
RBHU	ROBBERY / HOLDUP	3	48	38	10			
		5	71	43	28			
RBST	ROBBERY / STEALTH	3	7	4	3			
		5	1		1			
RECV	RECEIVE STOLEN PROPERTY	3	205	145	60			
		5	2	1	1			
REPORT	REPORT FROM ALL CALLERS CARD	3	12		1	4	6	1
RHUG	ROBBERY / HOLD UP GUN	3	306	203	103			
		5	434	265	169			
RHUK	ROBBERY / HOLD UP KNIFE	3	65	44	21			
		5	54	34	20			
ROBARM	ROBBERY-ARMED	3	9		3	2	4	
		5	284		102	103	53	26
ROBARMRPT	ROBBERY-ARMED > 30 MINS AGO	3	555		81	202	193	79
ROBF	ROBBERY / FORCE & VIOLENCE	3	319	227	92			
		5	249	149	100			
ROBFOR	ROBBERY-FORCE/PURSE SNATCHING	3	11		1	8	2	
		5	124		44	52	22	6
ROBFORRPT	ROBBERY-FORCE/PURSE SNATCHING > 30 MINS AGO	3	758		118	317	244	79
		5	1			1		
ROBOTH	ROBBERY-OTHER (EXPLAIN)	3	5			2	1	2
		5	24		9	10	5	
ROBOTH RPT	ROBBERY-OTHER (EXPLAIN) > 30 MINS AGO	3	143		24	68	38	13
ROBP	ROBBERY / PICKPOCKET	3	61	47	14			
		5	3	3				
ROBPICK	PICK POCKET	3	2			1	1	
		5	3			2	1	
ROBPICKRPT	PICK POCKET > 30 MINS AGO	3	171		31	71	58	11
ROBS	ROBBERY / SNATCH	3	160	108	52			
		5	53	34	19			
ROBTHR	ROBBERY-THREAT OF WEAPON (NOT SEEN)	3	1				1	
		5	23		12	7	4	
ROBTHR RPT	ROBBERY-THREAT OF WEAPON (NOT SEEN) > 30 MINS AGO	3	62		15	16	23	8
ROPS	ROBBERY / PURSE SNATCH	3	21	14	7			
		5	9	5	4			
RSAU	FOLLOW UP FOR STOLEN/MISSING REPORTS	3	1		1			
	RECOVERY OF STOLEN AUTO	3	2845	1795	1050			
		5	140	78	62			
	SUSPICIOUS VEHICLE	3	1		1			
	TRAFFIC COMPLAINT	3	1		1			
SBKE	STOLEN BIKE	3	682	483	199			
SEEC	BURGLARY OF A RESIDENCE - UNOCCUPIED > 30 MINS AGO	3	1		1			

	SEE COMPLAINANT	3	12696	8018	4678			
		5	19	10	9			
SEECOMP	SEE THE COMPLAINANT	3	24532		4627	9094	7649	3162
		5	17		6	4	4	3
		7	1				1	
SEX	SEX OFFENSES	5	21	12	9			
SEXA	SEXUAL ASSAULT	3	1795	1131	664			
		5	133	87	46			
SHLF	SHOPLIFTING	3	2533	1639	894			
SHOPLIFT	SHOPLIFTER	3	5669		1249	2916	1289	215
		5	1		1			
SHOT	SHOOTING	3	4			1	1	2
		5	1241	442	429	172	153	45
		7	1					1
SHOTINFO	SHOTS FIRED W/INFORMATION	3	1				1	
		5	160		28	46	61	25
SHOTINFORPT	SHOTS FIRED W/INFORMATION > 30 MINS AGO	3	422		29	141	172	80
SHOTNFI	SOUNDS OF SHOTS FIRED-NO OTHER INFO	3	1				1	
		5	185		62	69	32	22
SHOTNFIPT	SOUNDS OF SHOTS FIRED-NO OTHER INFO > 30 MINS AGO	3	304		64	86	87	67
SICK	BURGLARY TWO	3	1		1			
	DISORDERLY	3	3		3			
	INVESTIGATE THE TROUBLE	3	1		1			
	MAN DOWN	3	3		3			
	MENTAL HEALTH CONSUMER	3	1		1			
	PERSON DOWN	3	2		2			
	REQUESTED BY FEMS	3	3	1	2			
	SICKCASE	3	22599	14769	7830			
		5	26	17	9			
	SICKMO	3	2		2			
	SUICIDE	3	1		1			
	SUICIDE THREAT	3	1		1			
	UNCONSCIOUS PERSON	3	9	3	6			
SIMO	SICKMO	5	7	3	4			
SIMP	DISORDERLY	3	1		1			
	MENTAL HEALTH CONSUMER	3	1		1			
	SICK / MPD	3	68	52	16			
		5	1		1			
SLIP	SOLICITING FOR PROSTITUTION	3	1125	801	324			
SPCK	SUSPICIOUS PACKAGE	3	1	1				
		5	5	5				
SPER	SUSPICIOUS PERSON	3	2	2				
		5	11	7	4			
SPRC	SUSPECTED PROCEEDS	3	1	1				
SPSL	SOLICIT PROSTITUTION / SLIP	3	48	36	12			
SPUR	SUBJECT PURSUIT	5	1		1			
STABBING	STABBING	3	7		1	4	2	
		5	299		124	98	61	16
STAG	STOLEN TAGS	3	1207	753	454			
		5	2	2				
STAS	STATION ASSIGNMENT	3	1042	682	360			
STLK	STALKING	3	212	141	71			
STOLENVEH	STOLEN VEHICLE	3	142		20	90	29	3
		5	35		6	11	11	7
STOLENVEHRPT	STOLEN VEHICLE > 30 MINS AGO	3	9837		1481	3708	3005	1643
STOLENVEHTRU	STOLEN VEHICLE > 30 MINS AGO - TRU	3	401				197	204
STOP	INVESTIGATE THE TROUBLE	3	1		1			
	STOP / FRISK	3	28686	5123	4483	9656	7336	2088
		5	85	17	25	16	16	11
	SUSPICIOUS PERSON	3	1			1		
SUIC	SUICIDE	5	17	10	7			
SUICATT	SUICIDE ATTEMPTED	3	1			1		
		5	9		3	5	1	
SUICATTRPT	SUICIDE ATTEMPTED > 30 MINS AGO	3	40		8	15	11	6
SUICIP	SUICIDE IN PROGRESS (HANGING ETC)	5	2					2
SUICOTH	SUICIDE-OTHER (EXPLAIN) (NOT DUAL SLIP)	3	1				1	
SUICTHR	SUICIDE THREAT	5	2			2		
SUICTHRRPT	SUICIDE THREAT > 30 MINS AGO	3	182		46	78	41	17
SUSOTH	SUSPICIOUS-OTHER (EXPLAIN)	3	1					1
		5	3		2	1		
SUSPACK	SUSPICIOUS PACKAGE	5	30			3	20	7
SUSPER	SUSPICIOUS PERSON	3	12		6	4	2	
		5	12		3	7	2	
		7	1					1
SUSVEH	SUSPICIOUS VEHICLE	3	4			2	1	1
		5	14		1	2	7	4
SVEH	SUSPICIOUS VEHICLE	3	3	3				
SWRT	ASSIST-OTHER (EXPLAIN)	3	2		2			
	SEARCH WARRANT	3	519	287	232			
		5	1	1				
TATO	TAMPERING WITH AUTO	3	2	1	1			
		5	3	1	2			
TBOT	TOW IN BOAT	3	1		1			
TCMP	TRAFFIC COMPLAINT	3	34529	22499	12030			
TFAT	DESTRUCTION OF PROPERTY	3	1		1			
	STOLEN TAGS	3	1		1			
	THEFT FROM AUTO	3	12246	8186	4060			
		5	44	35	9			

TFMA	THEFT FROM MAIL	3	270	159	111				
TFSA	THEFT STOLEN AUTO	3	6726	4459	2267				
		5	27	16	11				
TFT1	CREDIT CARD	3	1		1				
	THEFT ONE 1000 PLUS	3	2623	1752	871				
		5	16	8	8				
TFT2	BURGLARY TWO	3	1		1				
	DISORDERLY	3	1		1				
	SECOND SIGHTING	3	1		1				
	THEFT FROM AUTO	3	1		1				
	THEFT FROM AUTO > 30 MINS AGO	3	1		1				
	THEFT OF PROPERTY > 30 MINS AGO	3	1		1				
	THEFT TWO LESS 1000	3	12370	7901	4469				
		5	15	10	5				
THFTAUTO	THEFT FROM AUTO	3	292		36	175	76		5
		5	14		9	2	3		
THFTAUTORPT	THEFT FROM AUTO > 30 MINS AGO	3	15393		2788	7669	4432		504
		5	1				1		
THFTOTH	THEFT-OTHER (EXPLAIN)	3	10		1	3	2		4
THFTPROP	THEFT OF PROPERTY	3	208		58	106	36		8
		5	12		5	2	5		
THFTPRPRPT	BURGLARY OF A RESIDENCE - UNOCCUPIED > 30 MINS AGO	3	1		1				
	THEFT OF PROPERTY > 30 MINS AGO	3	18467		3404	9340	4958		765
		9	1			1			
THRT	DISORDERLY-UNWANTED PERSON (INSIDE OR OUT)	3	1		1				
	THREATS	3	10610	6927	3683				
THRTOH	BURGLARY OF A RESIDENCE - UNOCCUPIED > 30 MINS AGO	3	1			1			
	THREAT-ALL OTHER MEANS	3	5074		820	1718	1753		783
		5	1			1			
THRTPER	THREAT-IN PERSON	3	9		1			5	3
		5	2		1	1			
THRTPERRPT	DOMESTIC VIOLENCE/FAMILY FIGHT	3	1			1			
	THREAT-IN PERSON > 30 MINS AGO	3	1926		456	1037	433		
TRAN	TRANSPORT	3	1		1				
TRANPRIS	PRISONER TRANSPORT	3	45528		6753	18603	14493		5679
		4	1						1
		5	4		3	1			
		7	1		1				
TRANSOTH	TRANSPORT-OTHER (EXPLAIN)	3	1105		174	473	328		130
		5	1		1				
TRDN	TREE DOWN	3	315	196	119				
TRPR	TRANSPORT PRISONER	3	28373	18023	10350				
TRUA	TRUANT	3	241	119	122				
TRUANT	TRUANCY	3	491		98	236	155		2
UCSA	INVESTIGATE THE TROUBLE	3	1		1				
	MISCELLANEOUS	3	2		2				
	OTHER	3	1		1				
	PRISONER TRANSPORT	3	1		1				
	SUSPICIOUS PERSON	3	1		1				
	UNAUTHORIZED USE OF A CONTROLLED SUBSTAN	3	3415	2077	1338				
		5	12	8	4				
ULEN	STOP / FRISK	3	1		1				
	UNLAWFUL ENTRY	3	8417	5284	3133				
		5	22	17	5				
UNCONPD	UNCON PERSON/MEDICS ENR-POLICE NEEDED	5	91		37	22	25		7
UNRA	UNREGISTERED AUTO	3	23	14	9				
UPSN	UNCONSCIOUS PERSON	3	4	4					
		5	144	111	33				
USW	USE OF SERVICE WEAPON	3	6	4	2				
		5	2	1	1				
UTT	BAD CHECK	3	1		1				
	UTTERING BAD CHECK	3	89	54	35				
UUV	UNAUTHORIZED USE OF VEHICLE	3	642	409	233				
		5	12	7	5				
VEND	VENDING VIOLATION	3	856	574	282				
		5	1	1					
VEND61D	VENDING VIOLATION (61D ONLY)	3	23	17	6				
VICE	VICE VIOLATION	3	3	2	1				
WANT2ND	2ND SIGHTING	3	1		1				
		5	3			1	1		1
	3RD SIGHTING	5	2		2				
WANTLUNC	WANTED-UNCONFIRMED INFO	5	1		1				
WEAPFOU	FOUND WEAPON	3	1298		228	492	394		184
		5	139		56	42	24		17
WEAPOH	MISCELLANEOUS	3	1		1				
	WEAPON-OTHER (EXPLAIN)	3	741		57	250	284		150
		5	63		8	27	14		14
WEAPSUR	WEAPON SURRENDER	3	128		10	44	51		23
		5	21		6	8	5		2
WELFARE	CHECK ON THE WELFARE	3	2			1	1		
		5	14		6	5	2		1
WOMW	WOMAN WITH	5	10	7	3				

911 Phone Calls

October 1, 2019 - March 28, 2021

Incoming phone calls do not have a one-to-one relationship with initiated events. This data represents all incoming phone calls. Calls are prioritized based on their incoming phone line.  
 \*911 is calls received as a direct 3 digit dial of 9-1-1 and are used in KPI reporting  
 \*Transfer from 311 are calls transferred to 911 from 311, either by an operator or the caller selecting the menu option  
 \*Admin calls are calls received via the 10-digit call center phone numbers.

911	Abandoned Calls	% Abandoned Calls	Answered Calls	% Answered Calls	Avg AnswerTime(sec)	% Answered in 0-10 sec	% Answered in 0-15 sec	% Answered in 0-20 sec
October 2019	1,988	2.2%	87,006	97.8%	6,084	87.5%	89.4%	90.7%
November 2019	1,828	2.4%	75,544	97.6%	9,551	90.5%	91.8%	92.8%
December 2019	1,163	1.4%	79,892	98.6%	4,304	92.0%	93.3%	94.2%
January 2020	536	0.7%	81,084	99.3%	2,461	95.9%	96.6%	97.2%
February 2020	489	0.6%	77,420	99.4%	2,533	96.8%	96.6%	97.1%
March 2020	628	0.8%	81,108	99.2%	2,871	94.9%	95.7%	96.4%
April 2020	305	0.5%	66,418	99.5%	2,214	96.5%	97.1%	97.6%
May 2020	1,220	1.5%	77,653	98.5%	4,986	91.5%	92.8%	93.7%
June 2020	1,753	2.3%	76,098	97.7%	6,918	88.1%	89.7%	90.9%
July 2020	1,129	1.4%	80,889	98.6%	4,747	90.8%	92.3%	93.4%
August 2020	1,280	1.6%	76,859	98.4%	4,954	90.5%	91.8%	93.0%
September 2020	1,456	2.0%	70,714	98.0%	6,016	88.8%	90.3%	91.4%
October 2020	1,984	2.6%	73,041	97.4%	7,677	86.2%	88.6%	90.7%
November 2020	682	0.9%	71,284	99.1%	3,389	93.6%	94.6%	95.4%
December 2020	759	1.1%	70,061	98.9%	3,466	93.1%	94.3%	95.2%
January 2021	1,022	1.5%	65,610	98.5%	4,793	91.0%	92.3%	93.3%
February 2021	1,096	1.9%	56,667	98.1%	5,724	89.1%	90.6%	91.7%
March 2021	1,348	2.1%	61,191	97.9%	5,968	88.2%	89.7%	91.0%
October 2019	59	0.4%	16,889	99.6%	19,340	82.3%	82.9%	84.1%
November 2019	301	2.1%	13,768	97.9%	14,908	86.1%	86.4%	87.4%
December 2019	102	0.7%	14,972	99.3%	12,091	87.9%	88.1%	89.0%
January 2020	37	0.2%	15,746	99.8%	6,581	92.9%	94.2%	94.2%
February 2020	284	1.9%	13,410	98.1%	44,957	67.9%	79.4%	81.9%
March 2020	273	1.9%	14,128	98.1%	53,766	66.0%	77.3%	79.8%
April 2020	221	1.7%	12,543	98.3%	40,157	69.4%	80.3%	83.1%
May 2020	288	1.7%	15,358	98.3%	47,235	64.7%	76.0%	78.3%
June 2020	306	1.9%	15,487	98.1%	75,888	58.7%	69.4%	71.7%
July 2020	286	1.9%	14,948	98.1%	86,933	36.5%	67.0%	71.6%
August 2020	184	1.4%	12,511	98.6%	70,174	40.8%	70.1%	74.6%
September 2020	277	1.8%	14,756	98.2%	73,808	40.5%	69.1%	73.6%
October 2020	287	2.1%	13,542	97.9%	85,936	34.1%	64.9%	69.9%
November 2020	218	1.7%	12,627	98.3%	58,188	42.0%	72.6%	77.3%
December 2020	241	2.0%	12,080	98.0%	58,883	41.0%	71.2%	75.4%
January 2021	319	2.4%	12,844	97.6%	73,203	36.9%	65.8%	70.3%
February 2021	266	2.4%	10,745	97.6%	83,523	36.9%	64.3%	68.7%
March 2021	265	2.2%	11,849	97.8%	88,024	37.5%	64.8%	68.9%
October 2019	203	1.4%	13,835	98.6%	12,333	86.5%	86.0%	89.2%
November 2019	234	1.8%	13,039	98.2%	9,439	90.2%	91.3%	92.1%
December 2019	103	0.8%	12,834	99.2%	7,173	91.8%	92.9%	93.7%
January 2020	45	0.4%	12,312	99.6%	3,352	95.9%	96.5%	97.0%
February 2020	52	0.4%	12,573	99.6%	3,708	95.5%	96.3%	96.9%
March 2020	66	0.5%	12,380	99.5%	4,562	94.4%	95.3%	95.7%
April 2020	32	0.3%	10,564	99.7%	2,818	96.4%	96.9%	97.3%
May 2020	247	2.1%	11,799	97.9%	15,108	90.6%	91.7%	92.7%
June 2020	246	1.9%	12,419	98.1%	16,841	87.6%	89.0%	90.2%
July 2020	132	1.0%	12,673	99.0%	8,037	90.5%	92.0%	93.0%
August 2020	138	1.2%	11,765	98.8%	9,885	90.4%	91.7%	92.5%
September 2020	101	0.9%	11,217	99.1%	8,450	90.1%	91.3%	92.2%
October 2020	250	2.1%	11,607	97.9%	15,590	87.5%	88.8%	89.7%
November 2020	63	0.6%	11,216	99.4%	4,677	93.7%	94.5%	95.2%
December 2020	58	0.5%	10,705	99.5%	5,411	92.8%	93.7%	94.5%
January 2021	117	1.0%	11,285	99.0%	7,160	91.2%	92.4%	93.2%
February 2021	128	1.3%	9,711	98.7%	9,878	88.8%	90.0%	91.0%
March 2021	128	1.3%	9,914	98.7%	9,613	88.2%	89.4%	90.6%

Admin

## EMS Incidents

October 1, 2019 - March 28, 2021

OUC KPIs currently review Call-to-Queue and Queue-toDispatch time measures for Priority 1 events.

	Avg. Call to Queue	%Call to Queue 0-90	Avg. Queue to Dispatch	% Queue to Dispatch 0-60
October 2019	1 00:01:34	62.5%	00:00:40	83.8%
	2 00:01:34	60.3%	00:01:09	72.4%
	3 00:02:03	26.6%	00:02:20	36.2%
November 2019	1 00:01:35	64.4%	00:00:38	84.9%
	2 00:01:33	59.4%	00:01:08	72.5%
	3 00:02:14	31.5%	00:01:52	38.4%
December 2019	1 00:01:32	67.9%	00:00:37	85.7%
	2 00:01:33	62.6%	00:00:56	77.3%
	3 00:01:45	48.5%	00:03:49	42.7%
January 2020	1 00:01:25	70.5%	00:00:35	87.5%
	2 00:01:29	65.5%	00:00:53	79.3%
	3 00:01:51	40.0%	00:29:02	40.0%
February 2020	1 00:01:23	71.6%	00:00:34	87.1%
	2 00:01:28	65.5%	00:00:56	78.9%
	3 00:02:24	25.0%	00:26:55	42.5%
March 2020	1 00:01:29	67.4%	00:00:36	86.3%
	2 00:01:28	63.5%	00:01:11	77.5%
	3 00:02:09	27.3%	00:01:35	42.3%
April 2020	1 00:01:34	64.5%	00:00:37	85.0%
	2 00:01:35	60.6%	00:01:08	77.8%
	3 00:02:07	35.2%	00:01:28	41.6%
May 2020	1 00:01:25	68.7%	00:00:32	89.2%
	2 00:01:28	64.4%	00:00:58	81.1%
	3 00:02:07	35.1%	00:01:16	54.4%
June 2020	1 00:01:22	71.1%	00:00:34	88.1%
	2 00:01:22	68.1%	00:00:58	79.9%
	3 00:02:01	38.2%	00:01:09	57.9%
July 2020	1 00:01:23	69.5%	00:00:35	87.1%
	2 00:01:25	66.3%	00:01:01	79.4%
	3 00:01:57	42.3%	00:01:43	46.5%
August 2020	1 00:01:31	68.5%	00:00:33	88.7%

	2	00:01:28	65.7%	00:01:02	80.1%
	3	00:01:57	39.1%	00:01:17	53.1%
September 2020	1	00:01:32	68.6%	00:00:33	89.1%
	2	00:01:32	63.7%	00:00:56	81.7%
	3	00:01:49	48.6%	00:01:12	62.2%
October 2020	1	00:01:29	69.9%	00:00:37	86.2%
	2	00:01:25	67.3%	00:01:01	78.4%
	3	00:01:53	42.4%	00:01:31	47.0%
November 2020	1	00:01:24	76.3%	00:00:36	85.8%
	2	00:01:22	72.8%	00:00:59	79.5%
	3	00:01:57	35.6%	00:01:39	40.0%
December 2020	1	00:01:29	71.5%	00:00:36	87.4%
	2	00:01:27	66.8%	00:00:55	80.3%
	3	00:02:19	32.9%	00:52:55	60.0%
January 2021	1	00:01:27	70.4%	00:00:37	86.1%
	2	00:01:29	66.8%	00:00:59	78.2%
	3	00:02:04	42.0%	00:00:57	72.7%
February 2021	1	00:01:34	69.8%	00:00:34	87.7%
	2	00:01:30	67.1%	00:00:56	81.8%
	3	00:02:01	43.1%	00:01:20	35.4%
March 2021	1	00:01:26	71.1%	00:00:36	87.0%
	2	00:01:28	67.6%	00:01:03	78.7%
	3	00:01:50	60.9%	00:01:32	52.2%

### Fire Incidents

October 1, 2019 - March 28, 2021

OUC KPIs currently review Call-to-Queue and Queue-to-Dispatch time measures for Priority 1 events.

		Avg. Call to Queue	% Call to Queue 0-90	Avg. Queue to Dispatch	% Queue to Dispatch 0-60
October 2019	1	00:01:17	78.3%	00:00:56	71.9%
	2	00:02:15	80.7%	00:00:49	75.3%
November 2019	1	00:01:17	78.4%	00:00:55	74.0%
	2	00:01:04	76.5%	00:00:55	67.3%
December 2019	1	00:01:18	78.8%	00:00:55	73.1%
	2	00:01:09	79.5%	00:00:54	75.8%
January 2020	1	00:01:15	80.9%	00:00:53	76.3%
	2	00:01:17	83.2%	00:00:46	75.2%
February 2020	3	00:01:15	100.0%	00:00:44	100.0%
	1	00:01:11	81.2%	00:00:47	77.3%
	2	00:00:58	84.7%	00:00:45	77.6%
March 2020	1	00:01:12	80.3%	00:00:46	77.4%
	2	00:00:59	82.1%	00:00:49	70.5%
April 2020	1	00:01:18	78.1%	00:00:48	76.5%
	2	00:01:00	85.1%	00:00:43	71.6%
May 2020	1	00:01:11	79.7%	00:00:56	79.7%
	2	00:01:12	75.4%	00:00:45	73.9%
June 2020	1	00:01:10	81.8%	00:00:48	77.8%
	2	00:01:17	85.7%	00:00:39	81.0%
July 2020	1	00:01:10	81.3%	00:01:34	74.5%
	2	00:02:43	83.8%	00:00:42	81.1%
August 2020	1	00:01:13	80.2%	00:00:43	80.2%
	2	00:01:03	79.8%	00:00:40	77.7%
September 2020	1	00:01:21	80.8%	00:01:09	79.1%
	2	00:01:02	82.0%	00:00:56	80.0%
	3	00:02:00	0.0%	00:01:04	0.0%
October 2020	1	00:01:15	82.6%	00:00:48	76.7%
	2	00:01:28	76.6%	00:01:03	67.3%
November 2020	1	00:01:14	85.9%	00:00:48	75.4%
	2	00:01:15	81.0%	00:00:45	72.2%
December 2020	1	00:01:14	81.7%	00:00:47	77.7%

	2	00:01:11	85.5%	00:00:53	69.9%
January 2021	1	00:01:17	81.4%	00:00:51	75.7%
	2	00:01:13	79.6%	00:00:50	63.4%
	3	00:01:32	57.1%	00:00:21	100.0%
February 2021	1	00:01:15	80.9%	00:00:46	80.1%
	2	00:01:42	80.0%	00:00:46	78.9%
	3	00:01:22	100.0%	00:00:23	100.0%
March 2021	1	00:01:16	81.8%	00:00:46	78.6%
	2	00:01:08	84.8%	00:00:44	81.0%

### MPD Incidents

October 1, 2019 - March 28, 2021

OUC KPIs currently review Call-to-Queue and Queue-to-Dispatch time measures for Priority 1 events.

	Avg. Call to Queue	% Call to Queue 0-90	Avg. Queue to Dispatch	% Queue to Dispatch 0-60
October 2019				
0	00:00:42	75.0%	00:00:45	66.7%
1	00:01:39	60.9%	00:03:32	39.5%
2	00:01:40	62.2%	00:07:58	28.7%
3	00:01:58	52.3%	00:12:13	23.2%
4	00:00:32	100.0%	00:00:41	100.0%
5	00:00:25	100.0%	00:14:02	14.3%
6	00:00:13	100.0%	00:02:32	66.7%
November 2019				
0	00:01:18	75.0%	00:01:16	25.0%
1	00:01:43	61.7%	00:03:15	39.8%
2	00:01:37	64.1%	00:07:17	29.6%
3	00:01:55	53.1%	00:11:31	24.5%
5	00:00:21	100.0%	00:03:15	55.6%
7	00:00:06	100.0%	00:00:25	100.0%
December 2019				
0	00:01:42	63.6%	00:01:14	63.6%
1	00:01:42	63.7%	00:03:03	43.8%
2	00:01:35	66.2%	00:06:37	31.3%
3	00:01:58	53.4%	00:10:54	25.5%
5	00:00:40	85.7%	00:09:16	42.9%
6	00:00:12	100.0%	00:02:02	0.0%
January 2020				
0	00:01:13	75.0%	00:00:49	58.3%
1	00:01:36	64.2%	00:02:53	46.9%
2	00:01:33	66.9%	00:05:45	34.0%
3	00:01:49	56.2%	00:09:26	28.7%
5	00:00:26	100.0%	00:07:01	41.7%
February 2020				
0	00:00:53	83.3%	00:01:08	50.0%
1	00:01:37	62.8%	00:02:23	47.6%
2	00:01:33	66.7%	00:05:20	35.3%
3	00:01:50	56.5%	00:09:11	29.5%
5	00:00:20	100.0%	00:16:54	50.0%
March 2020				
0	00:00:16	100.0%	00:00:25	91.7%
1	00:01:33	65.8%	00:02:46	45.4%

	2	00:01:31	67.3%	00:05:57	33.6%
	3	00:01:48	57.7%	00:09:26	27.8%
	5	00:00:21	100.0%	00:02:46	37.5%
	7	00:00:07	100.0%	00:00:11	100.0%
April 2020	0	00:01:13	75.0%	02:02:48	66.7%
	1	00:01:35	64.5%	00:02:22	48.5%
	2	00:01:34	65.9%	00:04:55	37.2%
	3	00:01:48	58.6%	00:07:29	32.2%
	5	00:00:33	100.0%	00:01:31	50.0%
	7	00:00:08	100.0%	00:00:20	100.0%
May 2020	0	00:00:56	85.7%	00:09:16	42.9%
	1	00:01:30	67.5%	00:03:52	42.5%
	2	00:01:30	67.5%	00:07:02	33.0%
	3	00:01:41	62.7%	00:10:27	27.7%
	5	00:02:54	80.0%	00:00:50	80.0%
	7	00:00:08	100.0%	00:00:15	100.0%
June 2020	0	00:01:43	50.0%	00:13:51	71.4%
	1	00:01:30	67.3%	00:05:07	43.6%
	2	00:01:29	68.6%	00:07:40	33.5%
	3	00:01:39	65.5%	00:11:58	26.1%
	4	00:00:20	100.0%	00:02:16	0.0%
	5	00:00:26	100.0%	00:02:59	71.4%
July 2020	0	00:01:14	78.9%	00:01:40	52.6%
	1	00:01:33	66.0%	00:03:58	41.8%
	2	00:01:30	67.1%	00:09:21	31.0%
	3	00:01:39	63.7%	00:11:39	25.7%
	4	00:00:06	100.0%	00:00:08	100.0%
	5	00:00:20	100.0%	00:01:16	75.0%
	7	00:00:09	100.0%	00:00:29	100.0%
August 2020	0	00:00:41	86.7%	00:02:09	46.7%
	1	00:01:36	64.4%	00:04:10	40.5%
	2	00:01:33	66.4%	00:08:12	29.9%
	3	00:01:51	57.6%	00:12:24	25.7%
	5	00:00:22	100.0%	00:03:01	45.5%
September 2020	0	00:01:22	66.7%	01:57:19	46.7%

	1	00:01:40	64.0%	00:03:53	40.7%
	2	00:01:36	65.9%	00:08:30	30.6%
	3	00:01:53	58.8%	00:11:57	26.2%
	5	00:00:33	85.7%	00:02:24	42.9%
October 2020	0	00:02:46	57.7%	00:43:24	42.3%
	1	00:01:33	68.1%	00:04:10	41.2%
	2	00:01:31	69.0%	00:07:47	31.0%
	3	00:01:43	62.8%	00:11:49	25.6%
	5	00:00:21	100.0%	00:10:34	66.7%
	7	00:00:31	100.0%	00:00:17	100.0%
November 2020	0	00:00:58	80.0%	00:01:21	40.0%
	1	00:01:28	74.4%	00:05:14	38.6%
	2	00:01:24	74.1%	00:07:24	30.7%
	3	00:01:38	67.2%	00:12:04	23.5%
	5	00:00:14	100.0%	00:00:41	66.7%
December 2020	0	00:01:12	50.0%	00:02:18	25.0%
	1	00:01:32	68.2%	00:02:58	43.6%
	2	00:01:33	69.9%	00:06:22	33.6%
	3	00:01:50	61.3%	00:10:36	26.9%
	5	00:00:11	100.0%	00:02:04	50.0%
January 2021	0	00:00:32	88.9%	00:00:44	66.7%
	1	00:01:34	68.5%	00:02:47	43.1%
	2	00:01:36	69.4%	00:06:08	32.4%
	3	00:01:57	61.3%	00:09:54	26.7%
	5	00:07:57	80.0%	00:02:51	60.0%
	7	00:00:16	100.0%	00:00:13	100.0%
February 2021	0	00:00:23	100.0%	00:00:56	66.7%
	1	00:01:35	70.4%	00:02:48	44.0%
	2	00:01:37	69.2%	00:06:27	30.9%
	3	00:01:50	62.4%	00:09:58	26.5%
	5	00:00:15	100.0%	00:37:18	45.5%
March 2021	0	00:01:29	57.1%	00:00:42	85.7%
	1	00:01:32	68.0%	00:02:48	44.4%
	2	00:01:33	69.7%	00:06:29	31.1%
	3	00:01:47	64.4%	00:09:52	26.9%

4	00:01:33	0.0%	00:30:25	0.0%
5	00:00:27	100.0%	00:14:10	50.0%
7	00:00:12	100.0%	00:00:10	100.0%

**311 Phone Calls**  
October 1, 2019 - March 28, 2021

	Avg. AnswerTime (hh:mm:ss)	% of 311 calls answered by a live agent within 90 seconds
October 2019	00:02:03	80.5%
November 2019	00:01:06	83.2%
December 2019	00:01:36	81.2%
January 2020	00:01:18	81.8%
February 2020	00:00:47	87.1%
March 2020	00:00:39	89.2%
April 2020	00:00:58	86.7%
May 2020	00:04:07	64.8%
June 2020	00:08:34	44.2%
July 2020	00:08:07	50.5%
August 2020	00:04:50	55.6%
September 2020	00:05:57	47.0%
October 2020	00:04:24	62.5%
November 2020	00:03:09	70.8%
December 2020	00:03:27	66.9%
January 2021	00:04:32	57.5%
February 2021	00:05:40	54.2%
March 2021	00:09:28	39.0%

% of 311 calls handled by live agents within 4 minutes or less
75.9%
74.8%
75.7%
75.2%
74.7%
75.8%
78.6%
76.0%
70.9%
66.0%
65.0%
63.3%
67.9%
70.3%
70.6%
71.0%
70.7%
64.3%